Roberto Aguirre Guardia

Manager, Software Engineering · Builds high performing engineering teams (coaching, performance, development) · Delivery, quality and operational excellence · Risk, dependency and capacity management · Metrics and stakeholder communication · 15+ years

Bogotá, Colombia · aguirrerjg@gmail.com · +57 317 675 0419 · linkedin.com/in/roberto-javier-aguirre-guardia

SUMMARY

Software engineering manager with 15+ years leading engineering teams and delivery inside transnational software factories (NTT DATA, VASS, GlobalHitss), across banking, health and the public sector in Latin America. Started as a programmer and grew into **people and technical leadership**. Builds **high performing teams through coaching, feedback, performance management and development** (led teams of up to 50 with the **lowest turnover of the account**). Drives **delivery execution, quality, operational excellence and incident follow up**, with **metrics, status tracking and clear stakeholder communication**. Proactively manages **risks, dependencies, resource constraints and capacity**. Has the technical depth to join **design reviews, architecture conversations and PR reviews** and to reason about **trade offs** (performance, scalability, reliability, cost). Bogotá based. English fluent (C1).

EXPERIENCE

Consultor de IA, Innovación y Producto · **DigitalHubAssist** — Oct 2024 · Present

Bogotá / Remote · Leads engineering and development · Own platform · Anthropic partner program

- **Leads engineering and development** of a GenAI/SaaS platform: raises output through **AI assisted development, review and testing**, with **CI/CD, observability (Langfuse) and reliability practices**. Makes and reviews **architecture decisions and trade offs** (scalability, reliability, cost), promoting **secure, maintainable practices**. Under my leadership, **DigitalHubAssist** reached **Registered Partner status in Anthropic's partner program**.

Engineering / Delivery Manager · **NTT DATA** — Apr 2021 · Oct 2024

Enterprise account (Grupo AVAL) · Financial services

- Led the **software factory** for the office's largest account: **built, coached and developed cross functional engineering teams of up to 50** (dev, QA), mentoring talent and resolving conflicts, with the **lowest turnover of the account**, in an **agile environment** (Scrum, Azure DevOps). Drove **delivery execution, quality and operational excellence**, managed **risks, dependencies and capacity**, and escalated to the bank's presidency. Tracked **metrics and status** and communicated with stakeholders. Directed **CrediCore** to production.

Delivery Lead · **VASS · GlobalHitss · Tecnocom** — 2012 · 2021

Banking · Insurance · Pensions · Health · Public sector

- Led **delivery of software across sectors** (Porvenir digital channels, **LATAMDIGITAL 2019 award**; migration of critical transactional portals to Azure) under **PMBOK/PMI and Scrum**, with quality, monitoring and stakeholder communication.

SKILLS

People leadership: build high performing teams, coaching, feedback, performance management, employee development, team building, inclusive and respectful environment, lowest turnover of the account

Delivery & operational excellence: delivery planning and execution, quality, operational excellence, incident follow up and continuous improvement, SDLC, metrics, status tracking, stakeholder communication

Risk & capacity: risk, dependency and resource management, capacity and workload planning, staffing and hiring aligned to priorities, competing priorities and stakeholder expectations

Technical leadership: participates in design reviews, architecture conversations and PR reviews, understands system architecture, data flows, APIs and dependencies, reasons about trade offs (performance, scalability, reliability, maintainability, cost), monitoring, observability, incident management, promotes secure and resilient practices, AI assisted engineering

Foundations & domain: Systems Engineering, software factories and mixed sourcing · reads TypeScript, Python, SQL · banking, insurance, health, public sector · Spanish native · English fluent (C1)

EDUCATION

Systems Engineering · **U. de Lima** (Top Third) · MBA + Specialization in Business Strategy and Policy, Tecnológico de Monterrey