

Roberto Aguirre Guardia

Senior Product Delivery Lead · Client Engagements from Discovery to Delivery · Professional Services & Consulting · Stakeholder & Executive Management · AI Tools (Claude) · 15+ Years · MBA

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SUMMARY

Delivery and engagement leader with **15+ years in professional services and consulting**, owning multiple **client engagements from discovery through delivery** as the trusted advisor for both clients and internal teams. I turn **ambiguous business problems into structured requirements, scope, and realistic delivery plans**, define the **acceptance criteria** that let engineering execute with confidence, and keep engagements moving with **clarity and predictability**. I bring strong **executive presence**: I manage senior stakeholders, handle escalations, and protect delivery commitments while balancing client expectations with engineering capacity. Solid **technical fluency** across APIs, integrations, cloud applications, and software architecture concepts. Today, as Head of AI and founder, I run **AI native delivery**, using **Claude and ChatGPT** across planning, documentation, and decisions; under my leadership the company reached **Registered Partner status in Anthropic's partner program**. Experience across **healthtech, fintech, and enterprise**. Systems Engineer with an **MBA**. Native Spanish, advanced professional English.

EXPERIENCE

Head of AI & Founder · AI Native Delivery · DigitalHubAssist LLC Oct 2024 · Present
Remote · GenAI / SaaS Platform (Healthtech)

- ▶ I own AI solutions **from discovery through delivery and adoption**, translating business needs into **product requirements, acceptance criteria, and milestones**, and I direct **MedicalHubAssist** (healthtech), recognized by **Revista DINERO**. Solid technical fluency across **APIs, integrations, and cloud**.
- ▶ I run **AI native delivery**, using **Claude and ChatGPT** to improve planning, documentation, communication, and decisions. Under my leadership the company reached **Registered Partner status in Anthropic's partner program**.

Consulting Manager · Delivery & Engagement Lead · NTT DATA Colombia Apr 2021 · Oct 2024
Bogotá, Colombia · Banking / Fintech (Grupo AVAL) · Utilities

- ▶ Owned the office's **largest client account** (up to **30 people, multiple concurrent workstreams**) from discovery through delivery, as a client facing trusted advisor, under executive governance and P&L on healthy indicators.
- ▶ Turned **ambiguity into structured delivery plans**: scoped and delivered a bank's **digital credit origination hub** (fintech) in phases, **identified delivery risks early**, escalated dependencies to the presidency, and recovered the viability of the **Promigas** program (corporate recognition).
- ▶ Managed **executive stakeholders and escalations**, kept accurate delivery forecasts, and protected commitments while balancing client expectations with team capacity.

Project Manager · Software Delivery Engagements · VASS (2018-21) · GlobalHitss (2015-18) · Tecnocom (2012-15) 2012 · 2021
Bogotá, Colombia · Pensions · Health · Public Sector

- ▶ Delivered client facing software engagements: modernized **Porvenir's** digital channels (millions of users) → **LATAMDIGITAL 2019** award; delivered **e-commerce** (Colsanitas); digitalized **Colombia's Judicial Branch** under PMBOK/PMI, always as the client facing delivery lead.

EDUCATION

MBA · Tecnológico de Monterrey · Systems Engineering, U. de Lima (Top Third) 2004 · 1999

CORE COMPETENCIES

Product Delivery · Engagement Management	Discovery to Delivery · Multiple Concurrent Engagements
Trusted Advisor · Client Facing Leadership	PRDs · Acceptance Criteria · Scoping & Milestones
Stakeholder & Executive Management · Escalations	Delivery Forecasts · Risk Management · Predictability
Technical Fluency (APIs · Integrations · Cloud · Architecture)	AI Tools (Claude · ChatGPT) · AI Native Delivery
Professional Services · Healthtech · Fintech · SaaS	MBA · Systems Engineering · Advanced Professional English