

Roberto Aguirre Guardia

AI Solutions Engineer & Technical Consultant · Discovery, POCs & Reference Architectures · Conversational AI, LLMs, Voice & Speech · Enterprise Integrations · Anthropic Registered Partner · 15+ Years · MBA

Bogotá, Colombia · 100% remote · aguirrerjg@gmail.com · +57 317 675 0419 · linkedin.com/in/roberto-javier-aguirre-guardia

SUMMARY

Solutions engineer and technical consultant with **15+ years** in client facing technical roles, turning business challenges into scalable AI solutions. I **lead technical discovery**, define tailored **AI driven solution approaches**, and design and deliver **POCs, demos, and technical presentations** that validate solutions and accelerate deals. Strong across **Conversational AI, LLMs, Voice AI and Speech technologies, AI automation, APIs, enterprise integrations, and multiproduct solution design**. As Head of AI and founder I design and deliver these in production (Agent Squad AI, MedicalHubAssist, voice agents) and I **evaluate AI platforms from both technical and business perspectives**; under my leadership the company reached **Registered Partner status in Anthropic's partner program**. I create **reference architectures and solution documentation** and collaborate with global, multiregional teams. Experience in **CX and digital transformation**. Systems Engineer with an **MBA**. Advanced professional English, native Spanish.

EXPERIENCE

Head of AI & Founder · AI Solutions & Technical Advisory · DigitalHubAssist LLC Oct 2024 · Present
Remote · GenAI / SaaS Platform

- **Conversational AI, voice, and LLMs:** I design and deliver AI solutions across **Conversational AI** (Agent Squad AI, multiagent), **Voice AI and Speech** (MedicalHubAssist voice transcription, voice agents), and **LLMs**, integrated with real systems via **APIs**. Under my leadership the company reached **Registered Partner status in Anthropic's partner program**.
- **Solution design and platform evaluation:** I lead discovery, design **multiproduct, scalable solutions and reference architectures**, and **evaluate AI platforms from technical and business perspectives** (build vs buy, feasibility, ROI).
- **Enablement and documentation:** I create **solution documentation, reference architectures, and enablement materials**; MedicalHubAssist was recognized by **Revista DINERO**.

Consulting Manager · Technical Consulting & Solution Design · NTT DATA Colombia Apr 2021 · Oct 2024
Bogotá, Colombia · Banking (Grupo AVAL) · Utilities

- Client facing technical consultant on the office's **largest account** (up to **30 people**): led **discovery**, translated business challenges into **solution design and architecture**, and collaborated with **global, multiregional teams** under executive governance.
- Introduced **applied AI** in the account's software factory, and architected a bank's **credit origination hub** in production, escalating dependencies to the presidency early and recovering the **Promigas** program (corporate recognition).

Project Manager · Digital Channels & CX Solutions · VASS (2018-21) · GlobalHitss (2015-18) · Tecnocom (2012-15) 2012 · 2021
Bogotá, Colombia · Pensions · Health · Public Sector

- Delivered customer experience and digital channel solutions: modernized **Porvenir's** digital channels (millions of users) → **LATAMDIGITAL 2019** award; delivered **e-commerce** (Colsanitas); digitalized **Colombia's Judicial Branch**.

EDUCATION

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

CORE COMPETENCIES

Solutions Engineering · Technical Consulting · Advisory

Technical Discovery · Requirements · Solution Design

POCs · Demos · Technical Presentations

Conversational AI · LLMs

Voice AI · Speech Technologies

AI Automation · APIs · Enterprise Integrations

Multiproduct Solution Design · Reference Architectures

AI Platform Evaluation (Technical & Business)

CX · Digital Transformation · Global Teams

Anthropic Registered Partner · MBA · Advanced English