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Zencargo · Product Manager

Dear Hiring Team,

Your role asks for someone to **own a complex product area end to end** in an operationally heavy domain, with **AI central to both what we build and how we work**. That is exactly how I operate. As **Head of AI I build AI enabled products**, I created **Agent Squad**, a **multiagent system in production** that automates operational workflows, and I direct a **GenAI/SaaS** platform with LLMs and RAG. Just as importantly, I **use modern AI tools hands on** (Claude Code) across **discovery, analysis, prototyping and delivery**, so the AI is in my daily practice, not just on the roadmap. Under my leadership the company reached **Registered Partner status in Anthropic's partner program**.

Before that I spent **15+ years digitising manual, process heavy operations**, the same shape of problem Zencargo tackles in freight. At **NTT DATA** I owned the office's **largest banking account** (up to **50 people**; P&L) and directed **CrediCore** for Banco Popular: I **mapped and redesigned a fragmented credit origination process**, spread across obsolete applications and one with no vendor support, into a **transversal BPM/BPO on Azure**, without breaking the live operation. I owned the outcome **end to end under full accountability with partial control**, phased the work to ship **early wins**, and **escalated dependencies to the bank's presidency from day one**. That is the core of this job: replacing manual, email and spreadsheet driven work with software, under ambiguity, while aligning engineering, operations and leadership.

In full transparency on two points. First, location: I am based in **Bogotá (GMT-5)**, outside your GMT+0 to GMT+4 band, but I can **commit to a consistent daily overlap with UK working hours** (my mornings are your afternoons) and I am flexible on working rhythm. Second, I do not come from freight forwarding, but my whole career has been about **digitising operationally complex, manual heavy domains**, banking, pensions and government, which is the transferable part. What I bring is **product ownership of hard operational problems, with a current and genuine command of AI**, both building it and working with it. I would welcome the chance to talk.

Best regards,

Roberto Aguirre Guardia