JORGE ROBERTS

Delivery Director · AI Delivery & Portfolio Governance

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Spanish (native), English (full professional) · Open to hybrid, remote and relocation

EXECUTIVE SUMMARY

AI delivery and transformation leader with 15+ years taking complex technology programs from strategy to production. Leads AI delivery governance across 70+ projects: specs that govern agent work, risk-based human validation, validated-throughput metrics and token cost managed as margin. Builds and runs production AI systems (LLM gateway with model tiers, guardrails and tracing; scheduled agents). Backed by two PIF-funded giga-projects in MENA and Banco Santander's digital channel across LATAM and Europe. Seeking a Head of Delivery or AI Transformation role.

PROFESSIONAL EXPERIENCE

GLOBANT · LATAM, North America, MENA and Europe · Feb 2019 – Present

Global technology services firm, 25,000+ professionals.

AI Delivery Expert · Cross-Studio Delivery Excellence Lead | Nov 2025 – Present
Buenos Aires, Argentina · Hybrid

- Acted as PM on 3 proof-of-concept projects to test AI-native delivery, where agents produce and people validate; with that experience defined the role (JD) and the way of working, now the cross-studio standard.
- Used the final model to launch the sale of two new contract models: outcome-based and subscription billed by tokens.
- Leading the AI PMO, trained 30+ TPMs and guided 70+ accounts from kickoff to operational maturity in the model, holding rework under 20%.

Program Manager | Jul 2024 – Nov 2025
Riyadh, Saudi Arabia · On-site · Both programs met the region's revenue and margin targets.

- **Red Sea Global (PIF):** Led the expert team that built the RFP response, designed the solution and team, won the USD 20M giga-project, signed MSA and SOW, staffed the team and ran the kickoff. Delivered through wave 2 with 7 PMs, 100+ people and 12 vendors, meeting every contractual term on the first two milestones; CSAT 8/10.
- **Qiddiya (PIF):** Joined as Program Manager for Six Flags and Aquarabia with the giga-project 2 months behind; brought the delay to 15 days on a 2-year plan through replanning, critical-path optimization, task parallelization and tighter quality that shortened UATs.

Information Technology Delivery Manager | Oct 2020 – Jun 2024
Mexico City, Mexico · On-site

- **Banco Santander (Mexico, Spain, UK):** Led the bank's digital channel. Built the PMO and SAFe practice for a 120+ person organization on a USD 12M portfolio, leading up to 15 PMs. Mobile app from last place to #2 in Mexico in 14 months; strategic-objective completion from under 50% to 80%.
- **Grupo Axo (Privalia):** Moved from Buenos Aires to Mexico City to lead the account. Stabilized a 1.5-year multi-vendor program on a USD 4M account, 80% of the holding's income during the pandemic.
- **US healthcare and life sciences:** Cardinal Health, Baxter, Edwards, Takeda, Grifols and others: every account above 9 in CSAT and NPS, with revenue, margin and attrition targets met.

Development Director | Feb 2019 – Oct 2020
Vancouver, Canada and United States · On-site assignments

- EA Sports UFC 4 across 3 studios: #1 on the UK charts at launch and a higher critic score than UFC 3 (Metacritic 78 vs 75). Also Technical Program Manager for Facebook Reality Labs (Oculus, Portal).

EARLIER CAREER

- **Lead Project Manager / PMO Lead / Product Owner · W3 IT Solutions · 2015 – 2019:** Software factory of 13 accounts and 5+ teams; 40+ projects at 90%+ client satisfaction; restored profitability on 3 key accounts. Product Owner for Pickit, turning its existing solutions into a clear product definition, and for an insurance digital transformation.
- **Functional Technical Analyst · Engineering (Telecom Personal) · 2013 – 2015:** Pre-paid operation serving 8 to 10M users across 20+ systems; 50+ production deployments.
- **Developer, Functional Analyst and Project Manager · W3 IT Solutions · 2010 – 2013:** Requirements, product flows and use cases for clients such as Banco Provincia and Pan American Energy.

HANDS-ON AI PROJECTS

- **LLM Gateway (LiteLLM):** Model tiers from local Ollama models to NVIDIA NIM, Groq, Gemini and OpenRouter with automatic fallbacks; per-app policies for timeouts and prompt injection; OpenTelemetry traces into Jaeger and Langfuse for cost, latency and failures per call.
- **HealthBot:** Personal health coach on Telegram with RAG over 17,588 indexed chunks, food vision where code does the math, cascading daily, weekly and monthly reports, and 70 deterministic guard tests; native Android companion app.
- **AI Digest:** Six-stage agentic pipeline that collects, triages, enriches, composes, validates and delivers a weekly AI newsletter; no URL or figure that is not in the source; 28 automated tests.

Documented in the portfolio: deliveryit.com.ar

EDUCATION

Universidad del Salvador · Information Systems (incomplete)

University of Buenos Aires · Philosophy (in progress)

CERTIFICATIONS

SAFe Agilist (2020) · Certified ScrumMaster (2019) · Lean Portfolio Management (2022) · Kanban (2019) · Management 3.0 (2021) · PMP / CAPM Preparation, PMI, UBA School of Economics (2014) · Globant AI Full Learning Path (2025)

CORE SKILLS

Portfolio & Delivery: Portfolio and Program Management · PMO Setup · Multi-vendor Programs · Executive Reporting and KPIs · Change Management · P&L and Margin · RFP / MSA / SOW

AI Delivery: AI delivery governance · Spec-Driven Development (SDD) · AI cost and token governance · Risk-based quality gates · Outcome-based and token-billed contracts · Claude, GPT, Gemini, Claude Code · LLM gateways, guardrails and observability (LiteLLM, Langfuse)

Methodologies: SAFe · Scrum · Kanban · Lean Portfolio Management · PMI · RUP