

# LUIS ENRIQUE MATA MORA

## Systems Development Engineer | DevOps Automation | Cloud & Linux Production Systems

Costa Rica | +506 8620 7452 | luisenriquematamora@gmail.com | LinkedIn: linkedin.com/in/luisenriquemata | Portfolio: <https://cv.sistemasorbix.com>

Target role: Systems Development Engineer, Enterprise Engineering - Unified Communications | Amazon Costa Rica

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### PROFESSIONAL SUMMARY

Systems Development Engineer and AI Automation Architect with 14+ years of experience designing, building, integrating, supporting, and maintaining business software systems, backend services, automation workflows, Linux production environments, and API-based enterprise integrations.

Hands-on builder with practical experience in Python, JavaScript/Node.js, FastAPI, REST APIs, webhooks, PostgreSQL, Redis, SQLite, Odoo Community, Nginx, Docker, systemd services, SSL/TLS, deployment automation, monitoring, troubleshooting, documentation, and production support.

Strong fit for service-owner environments that require software development, systems engineering, automation, root-cause analysis, operational metrics, CI/CD-style release discipline, Agile/Kanban execution, customer support, and reducing operational load in distributed systems.

### CORE SKILLS

- **Software Development & Automation:** Python, JavaScript, Node.js, FastAPI, REST APIs, webhooks, JSON, Bash scripting, PowerShell fundamentals, background workers, API authentication.
- **Cloud, DevOps & CI/CD:** AWS cloud and DevOps concepts, EC2/S3/IAM/CloudWatch/Lambda awareness, deployment automation, Git/GitHub workflows, build/release validation, environment configuration, repeatable service deployments.
- **Systems Engineering & Operations:** Ubuntu Linux, Nginx reverse proxy, Docker, systemd, SSL/TLS, domains, logs, backups, snapshots, service recovery, production support, incident response, root-cause analysis.
- **Data & Storage:** PostgreSQL, SQL Server, SQLite, Redis caching/job queues, SQL queries, database design, data modeling, file storage patterns, operational metrics, usage tracking.
- **Enterprise Integrations:** Odoo ERP/API integration, n8n workflow automation, CRM/ERP workflows, messaging/webhook gateways, customer communication flows, service orchestration.
- **Customer & Agile Operations:** Kanban-style execution, ticket handling, SLA-aware support, documentation, runbooks, stakeholder communication, technical troubleshooting, escalation, process improvement.

### PROFESSIONAL EXPERIENCE

#### AI Automation & Systems Development Consultant | Sistemas Orbix / Orbix AI Systems | Costa Rica / Remote | June 2021 – Present

- Design and build automation systems that integrate business applications, communication channels, workflow engines, APIs, databases, and AI-assisted decision layers for real-world operational use cases.
- Develop backend services and integration components using Python/FastAPI, Node.js, REST APIs, webhooks, JSON payloads, PostgreSQL, Redis, SQLite, Odoo Community, n8n, Nginx, Docker, systemd, and Linux server automation.
- Operate production-oriented Linux environments including service orchestration, reverse proxy configuration, SSL/TLS, domain routing, backups, environment separation, log review, deployment validation, and recovery procedures.
- Built and deployed the Orbix AI Credit Wallet / Usage Metering Gateway, a FastAPI service integrated with Odoo Community and XML-RPC to manage AI service credits, customer balances, job reservations, consumption, refunds/reversals, pricing rules, and expired-job watchdog recovery.
- Implemented traceable job IDs, API key authentication, SQLite job tracking, partner balance validation, structured status responses, health endpoints, pricing endpoints, and service watchdog automation to improve reliability and supportability.
- Create technical documentation, implementation notes, runbooks, user instructions, test procedures, support flows, change tracking, and troubleshooting guides to improve service maintainability.
- Evaluate architecture decisions based on scalability, reliability, maintainability, operational risk, integration complexity, security posture, customer impact, and long-term service ownership.

#### Independent IT Consultant / Systems Developer | Costa Rica | Remote / On-site | 2012 – 2021

- Designed, developed, and supported POS, ERP-style, billing, inventory, reporting, customer, supplier, and administrative systems for restaurants, retail, hardware stores, tourism, logistics, and service businesses.
- Built database structures, business rules, reporting flows, validation logic, backups, user workflows, and operational tools for production business environments.
- Developed a GPS-based delivery and logistics tracking platform to support dispatch, route visibility, delivery operations, and operational control.
- Maintained databases including Visual FoxPro DBF, SQL Server, PostgreSQL, and SQLite; performed queries, backups, maintenance, data validation, and reporting support.
- Provided hands-on troubleshooting, workflow adaptation, incident resolution, user support, documentation, and release validation to maintain operational continuity.

#### Technical Support Specialist / Network Support Engineer | Selected customer-facing support roles | Costa Rica | 2014 – 2022

- Provided L1/L2 technical support, customer-facing troubleshooting, CRM/ticket handling, incident documentation, escalation, and bilingual communication in English and Spanish.
- Supported network and systems troubleshooting involving TCP/IP, OSI model, DNS, routing and switching fundamentals, VPN concepts, connectivity issues, SLA expectations, and structured case documentation.
- Worked in KPI-driven support environments requiring clear communication, urgency handling, root-cause thinking, quality procedures, escalation discipline, and customer experience ownership.

## SELECTED TECHNICAL PROJECTS

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- **Orbix AI Credit Wallet / Usage Metering Gateway:** Production-oriented FastAPI gateway integrated with Odoo Community to manage customer AI credits, job reservations, consumption, refunds, reversals, expired reservation recovery, API key security, SQLite job tracking, and balance validation.
- **Orbix Routing / AI-Assisted Request Classification:** AI-assisted routing system for communication workflows designed to classify requests, prioritize urgency, summarize context, and support human-governed operational decisions.
- **Linux Service Operations Stack:** Nginx reverse proxy, systemd services, FastAPI/Uvicorn microservices, SSL/TLS, PostgreSQL, Redis, backups, environment files, service restarts, health checks, and operational validation procedures.
- **Enterprise Automation Workflows:** Odoo, n8n, APIs, webhooks, CRM/ERP workflows, messaging channels, customer support flows, and sales/operations process automation.

## EDUCATION & CERTIFICATIONS

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- Bachelor's Degree in Computer Systems Engineering — Universidad Latina de Costa Rica
- Cisco CCNA 1, 2, 3 and 4 — Cisco Networking Academy / Universidad Nacional de Costa Rica
- Additional practical training: Linux, cloud services, APIs, automation, AI systems, CRM/ERP integrations, observability, DevOps practices, and production support.

## LANGUAGES

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- Spanish: Native
- English: Advanced professional proficiency for technical support, documentation, customer communication, incident handling, and technical meetings.

## PROFESSIONAL VALUE

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- Service-owner mindset: proactive, documentation-driven, focused on permanent fixes, reliability, and operational load reduction.
- Strong bridge between software development, systems engineering, customer support, business process automation, and production operations.
- Comfortable in fast-changing environments requiring learning, troubleshooting, integration work, and cross-functional collaboration.