

# LUIS ENRIQUE MATA MORA

## Customer-Facing AI Automation & Cloud Integration Engineer

Costa Rica | Remote | +506 8620 7452 | luisenriquematamora@gmail.com | linkedin.com/in/luisenriquemata | cv.sistemasorbix.com

**Target roles:** Google Cloud Technical Solutions Engineer | Customer Engineer | Solutions Engineer | Applied AI / Cloud Integration

### PROFESSIONAL SUMMARY

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Customer-facing AI Automation and Cloud Integration Engineer with 14+ years of experience designing, implementing, supporting and improving business technology solutions across software systems, API integrations, CRM/ERP platforms, Linux infrastructure, cloud workflows and applied AI automation.

Founder and Lead Architect of Orbix AI Systems, translating business requirements into production-oriented automation services using Python/FastAPI, Node.js, PostgreSQL, Redis, Odoo Community, n8n, Nginx, systemd, REST APIs, webhooks and secure Linux server environments.

Strong fit for customer engineering roles that require technical troubleshooting, solution scoping, API integration, cloud-native learning agility, documentation, stakeholder communication, production support and responsible AI-enabled business automation.

### GOOGLE CLOUD / CUSTOMER ENGINEERING ALIGNMENT

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- Customer-facing technical profile: able to discover requirements, explain tradeoffs, deliver demos, troubleshoot issues, document solutions and support adoption with business and technical stakeholders.
- Cloud and API foundations transferable to Google Cloud: Linux services, containers, reverse proxies, SSL/TLS, authentication, webhooks, REST APIs, databases, logs, monitoring and production operations.
- Currently strengthening practical Google Cloud skills in Cloud Run, Cloud Functions, IAM, Pub/Sub, Cloud Storage, Cloud Logging/Monitoring, Secret Manager, container deployment and cloud-native API operations.
- Comfortable bridging business process problems with technical architecture, implementation, testing, documentation, operational support and continuous improvement.

### CORE COMPETENCIES

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**Customer Engineering:** requirements discovery, solution scoping, technical demos, stakeholder communication, troubleshooting, incident documentation, escalation, SLA-aware support and solution adoption

**Cloud & API Integration:** REST APIs, webhooks, JSON payloads, token-based authentication, workflow orchestration, Azure App Services, Azure Logic Apps, Power Automate, HubSpot CRM, n8n and cloud integration patterns

**Applied AI Automation:** OpenAI API, AI agents, virtual assistants, intent classification, support routing, prompt engineering, human-in-the-loop workflows and AI-assisted operations

**Linux Production Operations:** Ubuntu Server, Nginx reverse proxy, Docker, systemd services, SSL/TLS, domains, backups, snapshots, logs, environment separation and operational continuity

**Data & Development:** PostgreSQL, Redis, SQLite, SQL Server, Visual FoxPro DBF, SQL queries, Python, Node.js, JavaScript, FastAPI, Git, GitHub and technical documentation

### PROFESSIONAL EXPERIENCE

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**AI Automation & Cloud Integration Consultant / Founder & Lead Architect** | Sistemas Orbix / Orbix AI Systems | Costa Rica / Remote | 2021 - Present

- Design and implement AI-assisted business automation workflows for request intake, intent classification, customer service, sales follow-up, CRM/ERP operations, support routing and internal process optimization.
- Architect modular Orbix components including ENKI for decision support, MYNDRA for risk and governance checks, SENTINEL for monitoring and resilience, KAIROS / Avatar Runtime for AI-assisted communication flows and Synthoria Bridge & Labs for sandboxed service integration.
- Build production-oriented backend services with Python/FastAPI, Node.js, PostgreSQL, Redis, SQLite, Nginx reverse proxy, systemd services, SSL/TLS, API key authentication and environment-based configuration.
- Integrate Odoo Community, n8n, Respond.io webhooks, HubSpot/CRM workflows, REST APIs and JSON payloads to centralize business operations and automate service flows.
- Built Orbix AI Credit Wallet / Usage Metering Gateway: a FastAPI service integrated with Odoo via XML-RPC to manage AI credits, customer balances, usage reservations, consumption, refunds/reversals, expired-job watchdog recovery and traceable job IDs.
- Create technical documentation, implementation notes, user instructions, testing procedures, support flows, runbooks and change tracking for production-oriented systems.
- Evaluate technology alternatives based on feasibility, cost-benefit, scalability, maintainability, integration complexity, security posture and operational risk.

**Independent IT Consultant / Systems Developer** | Costa Rica / Remote | 2012 - 2021

- Designed, developed and supported POS, ERP-style, billing, inventory, reporting, customer, supplier and administrative systems for restaurants, bars, retail, hardware, tourism and service companies.
- Built a GPS-based delivery and logistics tracking platform used to support express delivery operations.
- Provided technical and functional support to business users, resolving incidents, adapting workflows, improving reports and maintaining operational continuity.
- Managed databases including Visual FoxPro DBF, SQL Server, PostgreSQL and SQLite, including queries, backups, maintenance, reporting and operational data structures.
- Created manuals, technical notes, database documentation, user instructions, release checks and validation procedures for production systems.

## Technical Support Specialist / Network Support Engineer | Selected roles in Costa Rica | 2014 - 2022

- Provided L1/L2 technical support, customer-facing troubleshooting, CRM/ticket handling, incident documentation and escalation in English and Spanish for international and enterprise-oriented environments.
- Relevant support environments include Cisco TAC-style network support, Amazon Costa Rica, Teleperformance, Great HealthWorks and Virtual Connect.
- 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.
- Maintained professional communication with customers and internal stakeholders while following quality, KPI and escalation procedures.

## SELECTED TECHNICAL PROJECTS

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- Orbix AI Credit Wallet / Usage Metering Gateway: production-oriented FastAPI gateway integrated with Odoo Community to manage AI credits, customer balances, usage reservations, consumption, refunds/reversals and expired-job recovery through a watchdog service.
- Orbix Routing: AI-assisted communication routing platform for email, CRM and messaging workflows, designed to classify requests, prioritize urgency, summarize context and support human governance.
- ENKI / MYNDRA / SENTINEL: modular AI operations components for decision support, contextual risk validation, monitoring, resilience checks and governed automation.
- KAIRÓS / Avatar Runtime: event-driven communication and AI-assisted interaction runtime for stateful support, intake and guided workflow scenarios.
- Cloud Integration Stack: practical integrations involving Azure services, HubSpot, Power Automate, n8n, REST APIs, Linux services, PostgreSQL, Redis, Odoo and OpenAI APIs.

## TECHNICAL SKILLS

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**Programming & Backend:** Python, FastAPI, Uvicorn, Node.js, JavaScript, REST APIs, webhooks, background workers, API authentication, JSON

**Databases & Processing:** PostgreSQL, Redis, SQLite, SQL Server, Visual FoxPro DBF, SQL, database design, job queues, caching and data modeling

**Infrastructure & DevOps:** Ubuntu Linux Server, Nginx, SSL/TLS, systemd, Docker, reverse proxy configuration, service monitoring, backups, snapshots and server administration

**Enterprise Systems:** Odoo Community, Odoo API/XML-RPC integration, n8n workflow automation, Respond.io webhooks, HubSpot CRM, ERP modules and business process automation

**Google Cloud Readiness:** Cloud Run, Cloud Functions, IAM, Pub/Sub, Cloud Storage, Cloud Logging/Monitoring, Secret Manager, containers and cloud-native API operations

## 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 - Universidad Nacional de Costa Rica.
- Additional training: Android and iOS development; continuous practical training in Linux, cloud services, APIs, automation, AI systems, CRM/ERP integrations, observability and production support.

## LANGUAGES

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- Spanish: Native.
- English: Professional working proficiency for technical support, documentation, customer communication, API discussions, demos and technical meetings.