

# LUIS ENRIQUE MATA MORA

Applied AI Success Engineer | Enterprise AI Deployments | LLM Integrations | Customer Adoption

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## PROFESSIONAL PROFILE

Customer-facing Applied AI and Cloud Solutions Engineer with 14+ years of technical experience across enterprise support, solution consulting, cloud integration, APIs, Linux infrastructure and AI-powered automation. Founder and Lead AI Solutions Architect of Orbix AI Systems, building AI workflow systems that integrate OpenAI APIs, cloud services, ERP/CRM platforms, backend services and business process automation. Strong at translating customer workflows into use cases, adoption roadmaps, PoCs, deployment plans, technical enablement and measurable business outcomes.

## VALUE SNAPSHOT

**Enterprise AI adoption:** Map customer workflows, identify high-impact AI use cases, define adoption roadmaps, milestones and KPIs.

**Technical deployment:** Design and validate integrations using APIs, SDKs, Python/FastAPI, Node.js, REST APIs, cloud services, Linux and PostgreSQL.

**Customer advisory:** Lead technical discovery, demos, workshops, stakeholder alignment, rollout planning and post-deployment value conversations.

**AI systems thinking:** Build LLM-powered workflows, AI agents, prompt systems, function calling patterns, RAG concepts and human-in-the-loop controls.

## OPENAI / AI SUCCESS ENGINEER ALIGNMENT

- Lead technical relationships with customers by connecting business goals, workflow pain points, AI capabilities and deployment requirements.
- Translate customer objectives into structured adoption plans with clear sequencing, technical readiness steps, enablement activities and success metrics.
- Support post-sale adoption by validating use cases, guiding configuration/integration decisions, removing technical blockers and documenting next actions.
- Partner across technical and business stakeholders, communicating AI concepts, model behavior, limitations, integration tradeoffs and expected value in clear language.
- Surface field patterns and product feedback from customer engagements to improve systems, workflows, documentation and implementation quality.

## PROFESSIONAL EXPERIENCE

### Lead AI Solutions Architect / Founder | Orbix AI Systems | 2021 - Present | Costa Rica / Remote

- Designed and implemented AI-powered business automation solutions integrating OpenAI APIs, Azure services, ERP/CRM platforms, Odoo, HubSpot, n8n, Python/FastAPI, Node.js, PostgreSQL and Linux infrastructure.
- Translated operational workflows into AI use cases, solution designs, proof-of-concept plans, technical demos, workshops and customer-facing architecture explanations.
- Built cloud-integrated backend services and API workflows for AI-assisted routing, CRM/ERP automation, customer communications and operational decision support.
- Designed modular AI systems and operating models for cognitive coordination, risk/ambiguity evaluation, monitoring, workflow orchestration and human-in-the-loop execution.
- Created technical documentation, architecture narratives, implementation roadmaps and enablement material to explain AI systems to both technical and non-technical stakeholders.
- Operated Linux/cloud infrastructure with Nginx, SSL/TLS, systemd, APIs, databases, workflow automation and controlled deployment practices.

### Customer-Facing Technical Engineering Experience | Enterprise Systems, Networking & Infrastructure | 2010 - 2021 | Costa Rica

- Delivered customer-facing technical support, troubleshooting and solution validation across enterprise systems, networking, infrastructure and business applications.
- Worked with technical and business users to understand requirements, diagnose blockers, explain tradeoffs, document issues and guide practical resolutions.
- Built a strong foundation in network engineering, systems administration, Linux infrastructure, secure connectivity, APIs and enterprise operations.
- Developed the consultative communication style required to translate complex technical situations into clear business language and trusted customer guidance.

## SELECTED AI SYSTEMS PORTFOLIO

**Orbix Routing:** AI-assisted workflow routing and business process automation for customer communications, CRM/ERP contexts and operational triage.

**ENKI:** Cognitive coordination layer for interpreting events, prioritizing signals, recommending actions and aligning technical execution with business context.

**MYNDRA:** Human-in-the-loop risk and ambiguity evaluation layer designed to reduce blind automation and improve decision safety before execution.

**SENTINEL:** Monitoring and resilience model for services, logs, security signals, backups, endpoints and controlled remediation workflows.

**KAIIROS:** AI-powered creative automation workflow connecting WhatsApp/Respond.io, n8n, Google Sheets, OpenAI Images and public delivery links.

## TECHNICAL SKILLS

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**AI & LLM Systems:** OpenAI API, Generative AI, LLM Integration, AI Agents, Agentic Workflows, Prompt Engineering, Function Calling, Tool Use, RAG Concepts, Embeddings, Semantic Search, AI Evaluation, AI Governance, Responsible AI Concepts, Human-in-the-Loop Systems

**Customer Success & Technical Delivery:** Technical Account Management, Customer Success Engineering, Technical Consulting, Post-Sales Adoption, Use Case Discovery, Workflow Mapping, Adoption Roadmaps, KPI Definition, Technical Enablement, Workshops, Demos, Stakeholder Management, Executive Communication, Change Management

**Backend, APIs & Cloud:** Python, FastAPI, JavaScript, Node.js, REST APIs, SDKs, Webhooks, Azure, Cloud Integration, Docker, CI/CD Concepts, Linux, Nginx, PostgreSQL, Redis, SQL Server, SQLite

**Enterprise Security & Operations:** SSO Concepts, OAuth, JWT, IAM Concepts, SSL/TLS, Domain Verification Concepts, API Security, Monitoring, Microsoft Sentinel Concepts, Secure Architecture, Incident Response Concepts

**Enterprise Systems & Automation:** Odoo ERP, HubSpot CRM, n8n, Power Automate, Azure Logic Apps, ERP Integrations, CRM Integrations, Business Process Automation, Workflow Automation

## EDUCATION & CERTIFICATIONS

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**Bachelor's Degree:** Computer Systems Engineering - Universidad Latina de Costa Rica

**Certifications:** Cisco CCNA 1, 2, 3 and 4 - Universidad Nacional de Costa Rica

## TARGET ROLE KEYWORDS

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AI Success Engineer, Applied AI Solutions Engineer, Enterprise AI Deployment, Technical Customer Success, Solutions Architecture, Technical Account Management, GenAI Consulting, Customer Enablement, Deployment Planning, Adoption Velocity, Account Health, Workflow Transformation, Product Feedback, Technical Blockers, KPI Definition, Post-Deployment Reporting, AI Platform Adoption.