

LUIS ENRIQUE MATA MORA

Applied AI Solutions Engineer | LLM Agents | Enterprise Automation | Python | OpenAI API

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PROFESSIONAL SUMMARY

Customer-facing Applied AI and Cloud Solutions Engineer with 14+ years of technical experience across enterprise systems, solution consulting, APIs, Linux infrastructure, cloud integration, ERP/CRM platforms and AI-powered automation. Founder and Lead AI Solutions Architect of Orbix AI Systems, designing deployment-oriented AI workflows using OpenAI APIs, Python/FastAPI, Node.js, PostgreSQL, Odoo/CRM integrations, n8n and cloud-native automation. Strong at translating business challenges into AI use cases, prototypes, solution designs, deployment plans and practical adoption guidance.

ROLE ALIGNMENT SNAPSHOT

- Designs and builds LLM-powered applications, AI agents, workflow automation and enterprise integration patterns.
- Hands-on with Python, FastAPI, Node.js, REST APIs, SQL/PostgreSQL, Linux, Nginx, webhooks and cloud deployments.
- Maps business challenges, explains complex AI concepts clearly and converts requirements into practical delivery plans.
- Applies responsible AI patterns: human-in-the-loop review, validation points, monitoring concepts, privacy awareness and controlled automation.
- Works independently in ambiguous environments, rapidly prototypes, documents solutions and adapts to new technologies when needed.

TOMORO REQUIREMENTS MATCH

- **AI Solution Development:** Built LLM-powered workflows, AI-assisted routing, API orchestration and enterprise automation patterns using OpenAI APIs and backend services.
- **Client Consultation and Communication:** Led technical discovery, demos, workshops and solution explanations for business users, technical stakeholders and customer-facing workflows.
- **Technical Problem-Solving:** Diagnosed integration, API, infrastructure, workflow and deployment blockers across Linux, cloud, databases, CRM/ERP systems and automation tools.
- **Quality, Safety and Responsible AI:** Designed human-in-the-loop controls, validation points, monitoring concepts, risk scoring, privacy awareness and controlled execution policies.
- **Client Training and Support:** Created technical documentation, implementation roadmaps, enablement material and practical guidance to help users adopt AI-powered workflows.

RELEVANT 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, Odoo ERP, HubSpot CRM, n8n, Python/FastAPI, Node.js, PostgreSQL and Linux infrastructure.
- Built microservice-style backend components, REST API workflows and webhook-based integrations for AI-assisted routing, CRM/ERP automation, customer communications and operational decision support.
- Built and deployed the KAIROS Logo Engine workflow connecting WhatsApp/Respond.io capture, n8n orchestration, Google Sheets operational memory, a Node.js/Express API, OpenAI image generation and public delivery links.
- Translated client and business workflows into AI use cases, solution designs, proof-of-concept plans, technical demos, architecture narratives and adoption roadmaps.
- Designed LLM-powered operating patterns including intelligent agents, prompt systems, tool/function calling concepts, contextual routing, human-in-the-loop review and monitored execution.
- Created governance-oriented modules for ambiguity detection, risk evaluation, escalation logic, auditability and controlled automation before executing sensitive actions.
- Operated Linux/cloud deployments using Nginx, SSL/TLS, systemd, databases, logs, APIs, scheduled jobs, staged releases and troubleshooting practices.

Customer-Facing Technical Engineering | Enterprise Systems & 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, databases and enterprise operations.
- Developed the consultative communication style required to translate complex technical situations into clear business language and trusted customer guidance.

SELECTED APPLIED AI SYSTEMS

- **KAIROS Logo Engine:** Implemented AI generation workflow using WhatsApp/Respond.io, n8n, Google Sheets, Node.js/Express, OpenAI Images, Linux/Nginx and public asset delivery.
- **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 execution with business context.
- **MYNDRA / SENTINEL:** Human-in-the-loop risk evaluation plus monitoring and resilience model for safer automation, alerts, logs, endpoints and controlled remediation workflows.

TECHNICAL SKILLS

- **AI & LLM Systems:** OpenAI API, Generative AI, Large Language Models, LLM Applications, AI Agents, Agentic Workflows, Prompt Engineering, Tool/Function Calling, RAG Concepts, Embeddings, Semantic Search, AI Evaluation, Responsible AI Concepts, Human-in-the-Loop Systems
- **Solution Development:** Python, FastAPI, JavaScript, Node.js, REST APIs, SDKs, Webhooks, Microservices, API Orchestration, JSON, SQL, PostgreSQL, Redis, SQL Server, SQLite
- **Cloud, Infrastructure & Delivery:** Azure, Cloud Integration, Docker Concepts, CI/CD Concepts, Linux, Nginx, SSL/TLS, systemd, Deployment, Monitoring, Troubleshooting, Production Support
- **Enterprise Systems & Automation:** Odoo ERP, HubSpot CRM, n8n, Power Automate, Azure Logic Apps, ERP Integrations, CRM Integrations, Business Process Automation, Workflow Automation
- **Client Delivery & Consulting:** Technical Consulting, Customer Engineering, Use Case Discovery, Workflow Mapping, Requirements Analysis, PoCs, Technical Workshops, Demos, Stakeholder Management, Executive Communication, Client Training
- **Responsible AI & Security Concepts:** Data Privacy Awareness, Bias Minimization Awareness, AI Governance Concepts, Secure APIs, OAuth, JWT, IAM Concepts, SSO Concepts, Auditability, Controlled Automation

EDUCATION & CERTIFICATIONS

- Bachelor's Degree in Computer Systems Engineering - Universidad Latina de Costa Rica
- Cisco CCNA 1, 2, 3 and 4 - Universidad Nacional de Costa Rica

APPLICATION FOCUS

Target role: UK Applied AI Solution Engineer at Tomoro. Focus: production-ready LLM applications, client-facing AI delivery, Python/SQL solution development, enterprise automation, responsible AI and practical deployment.