

Luis Machado Reis

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Professional Summary

Passionate and results-driven **Head of Software Architecture** with over **20 years of experience** designing, building, and optimizing **high-performance, scalable, and resilient software architectures** across fintech, SaaS, and telecom industries. Proven expertise in leading **global teams**, aligning **technology with business strategy**, and driving **innovative cloud solutions**. Adept at modernizing enterprise applications, enhancing software **scalability, security, and performance**, and fostering **high-impact engineering teams**. Fluent in **Portuguese and English**, with professional experience across **Brazil, the US, and Europe**.

Core Expertise

- **Software Architecture & Development:** Java, .NET, Python, Microservices, Modular Monolith, Monolith Migrations
- **Cloud & SaaS Solutions:** AWS, Google Cloud
- **Agile & DevOps:** Scrum, CI/CD, Automation
- **Fintech & Telecom:** Payments, Security, High-Availability Systems
- **Leadership & Mentorship:** Scaling and Coaching Engineering Teams

Skills

Software Architecture, Cloud Computing, Backend Development, Java, Spring Boot, .NET, Python, AWS, Kubernetes, Docker, Terraform, CI/CD, DevOps, GitHub Actions, Jenkins, Bamboo, Microservices, Event-Driven Architecture, RabbitMQ, Kafka, SQS, SNS, PostgreSQL, MySQL, Oracle, SQL Server, Neo4j, API Design, REST, GraphQL, Security, OAuth, OpenID, PCI DSS, High-Availability Systems, Performance Optimization, Distributed Systems, Scalable Architecture, System Reliability, Infrastructure as Code, Technical Leadership, Team Building, Mentorship, Agile, Scrum, Software Modernization, Cloud Migrations, Cost Optimization, Observability, Monitoring, Prometheus, Grafana, AWS CloudWatch.

Professional Experience

Head of Software Architecture | Trustly

Sep 2022 – Feb 2025 | Vitoria, ES, Brazil

- Led the **architecture strategy** for a high-volume payment platform, ensuring **99.99% uptime** and seamless scalability.
- Implemented **real-time monitoring and failover strategies**, preventing downtime during peak transactions such as **Super Bowl events**.
- Spearheaded **multi-disciplinary collaboration** with DevOps, SecOps, GRC, Product, and Business teams to align **technical solutions with company objectives**.
- **Optimized system performance**, reducing transaction latency by **40%**, improving customer satisfaction and operational efficiency.

Product Chief Architect | Aurea Software

Sep 2015 – Aug 2022 | Austin, TX, United States

- Led **enterprise software modernization** for multiple products under the **Aurea Software umbrella**, including **Lyris, Prysm, Fogbugz, DevFactory, and Crossover**.
- **Lyris**: Spearheaded the **modernization of an advanced email marketing automation platform**, optimizing **engagement, deliverability, and campaign analytics** using **cloud-based architectures**.
- **FogBugz**: Improved **issue tracking and project management software**, integrating AI-driven **bug prioritization** and **workflow automation** to enhance developer productivity.
- **Prysm**: Led **real-time collaboration and workspace platform enhancements**, ensuring **seamless communication** and **scalability for global teams** through cloud-native solutions.
- **DevFactory**: Designed and implemented **AI-driven software factory automation**, increasing **development efficiency** and optimizing **large-scale code refactoring** across multiple enterprise products.
- **Crossover**: Engineered a **data-driven talent management system**, leveraging **AI-powered assessments** to identify and optimize high-performance engineering teams globally.
- Directed architectural enhancements for **enterprise knowledge management solutions**, improving customer self-service and support efficiency.
- Spearheaded **AI-driven development methodologies**, increasing engineering productivity across distributed teams.
- Focused on **software modernization**, cloud computing, **AWS-based scalability**, and **cost-effective enterprise SaaS solutions**.
- Managed large-scale **software factory operations**, driving **automation and AI-powered development strategies**.
- Played a pivotal role in **global talent acquisition and management**, optimizing engineering productivity through data-driven insights and an elite remote workforce strategy.

Senior Software Specialist | Singular Ideas

Apr 2005 – Sep 2022 | Uberlandia, MG, Brazil

- Founded and scaled a **SaaS startup**, successfully launching multiple **cloud-based products**.
- Designed and deployed **resilient cloud solutions**, ensuring **99.95% uptime** while optimizing cost efficiency.
- Led **end-to-end product development**, driving innovation in **mobile and web applications**.
- Improved **code efficiency** and security, reducing technical debt and enhancing maintainability.

Founder | LigFlat Telecom

Aug 2013 – Dec 2019 | Uberlandia, MG, Brazil

- Designed and developed **BSS/OSS platforms**, improving **telecom service automation** and reducing operational costs.
- Ensured **high availability** of telecom infrastructure through **scalable architecture and robust security measures**.

QA Engineering Manager | Algar Telecom

Jul 2008 – Dec 2012 | Uberlandia, MG, Brazil

- Led development and maintenance of **E-commerce, VoIP, and portal solutions**, optimizing **system reliability and performance**.

- Architected an **automated broadband sales platform**, integrating CRM, provisioning, and logistics.
- Managed **software quality assurance**, ensuring IT services delivered **tangible business value**.

Education

- **Universidade da Região da Campanha**
Bachelor in Computer Science (1997 - 2000)

Technical Skills

- **Programming Languages:** Java, C#, Python, JavaScript, TypeScript
- **Cloud & Infrastructure:** AWS, Google Cloud, Kubernetes, Terraform, Ansible
- **Software Architecture:** Microservices, Monolith, Modular Monolith, Monolith Migrations, Integration Patterns, Domain-Driven Design
- **Databases:** PostgreSQL, MySQL, SQL Server
- **Frameworks & Tools:** Spring, Spring Boot, .NET Core, Hibernate, React, Node.js
- **CI/CD & Automation:** Jenkins, Bamboo, GitLab CI/CD, Terraform, Ansible, Docker, GitOps
- **DevOps & Agile:** CI/CD, Docker, GitOps, Scrum, Kanban

Certifications

- **EF SET Certificate™ 75/100 (C2 Proficient)** – EF Standard English Test (*Jul/2022*)
[Verification](#)
- **SCEA (Java Certified Enterprise Architect)** – Sun Microsystems (*Oct/2009*)
[Verification](#)
- **SCJP 6 (Java Certified Programmer)** – Sun Microsystems (*Mar/2009*)
[Verification](#)
- **AIX 4.1 Administrator** – IBM (*Mar/2003*)
- **AIX 4.1 User** – IBM (*Mar/2003*)
- **Conectiva Linux Administrator II** – Conectiva (*Aug/2002*)
- **Conectiva Linux Administrator I** – Conectiva (*Apr/2002*)

Projects & Contributions

Real-Time Payment System for Trustly

- Designed a **fault-tolerant, scalable payment platform** capable of handling **millions of transactions per second**.
- Implemented **event-driven architecture** using **Kafka and microservices**, improving transaction throughput.

Cloud-Native SaaS Platform

- Built a **multi-tenant SaaS product**, serving **thousands of customers globally** with **automated scaling**.

Languages

- **Portuguese:** Native
- **English:** Fluent