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

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.

Senior Software Specialist | Singular Ideas | Apr 2005 - Sep 2022 | Uberlândia, 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 prod-

uct development, driving innovation in **mobile and web applications**. Improved **code efficiency** and security, reducing technical debt and enhancing maintainability.

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. - Dev-Factory: 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.

Founder | LigFlat Telecom Aug 2013 - Dec 2019 | Uberlândia, 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.

Engineering & IT Leadership Roles | Algar Telecom Jul 2010 – Dec 2012 | Uberlândia, 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.

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

• Java Certified Programmer (JCP) 6

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