

Mihail Costin Leonte

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SKILLS

Python | SQL | Bash | Git | Linux | Docker Compose | Asynchronous programming | Websockets | Nginx
GCP | CloudOps | Vertex AI | Dialogflow | BigQuery | Bigtable | Pub/Sub | Dataflow | Dataproc | DMS
Numpy | Pandas | pySpark | NetworkX | sklearn | Keras | Tensorflow | Pytorch | Hugging Face | Rasa NLP & NLU
MySQL | Postgresql | Neo4j | MongoDB | Redis | Spark | Beam ||| English (Bilingual) | Romanian (Native)

EXPERIENCE

- WEBHELP | LEAD AI AND DATA CLOUD SUPPORT ENGINEER** Bucharest, RO | 05/23 - Present
- Achieved unprecedented monthly 95% customer satisfaction in June 2023 for two-year-old team.
 - Overseeing and consulting team of 12+ Technical Solutions Representatives and 2 Subject Matter Experts.
 - Compiling weekly reports for client business review meetings on team KPIs and areas of improvements.
 - Pioneering new tools and approaches to improve team expertise and efficiency.
- WEBHELP | CLOUD AI AND DATA SUBJECT MATTER EXPERT** Bucharest, RO | 02/22 - 04/23
- Supervised and assisted 12+ GCP Technical Solutions Representatives on AI and Data services.
 - Automated team performance monitoring and reporting with 50+ SQL scripts for project KPIs and metrics.
 - Identified growth opportunities and promoting data-driven decisions through daily research and meetups.
- WEBHELP | CLOUD AI AND DATA TECHNICAL SOLUTIONS REPRESENTATIVE** Bucharest, RO | 08/21 - 01/22
- Consulted 50+ Google Cloud Platform customers on AI and Data services.
 - Sustained personal score of 100% customer satisfaction while delivering insights, workarounds and solutions.
 - Maintained 100% response time compliance while performing research and troubleshooting.
- BLUE SERVICE AND RECYCLING | PROJECT MANAGER** Bucharest, RO | 11/20 - 04/21
- Developed Python tools for telecom networks design and analysis, cutting manual tasks by 80%.
 - Automated network design reporting and cable section labelling, reducing design phase tasks by 50%.
 - Created Python Django web app for inventory logistics management and modernised e-commerce website.
- WEBHELP | DIGITAL MARKETING SPECIALIZED REFERENT** Bucharest, RO | 11/19 - 11/20
- Thrived under pressure with 80+ daily appraisals; consistently recognized as top performer.
 - Demonstrated strong work ethic and reliability through productivity and compliance KPIs.
- TERRA NOSTRA CONSULTING | ASSISTANT MANAGER** Bucharest, RO | 01/15 - 09/19
- Ensured 100% operations uptime by managing inventory, hardware, and software.
 - Coordinated staff to meet deadlines and advised on project timeline optimization.
- TERRA NOSTRA CONSULTING | SYSTEM AND NETWORK ADMINISTRATOR** Bucharest, RO | 04/13 - 01/15
- Maintained LAN and WAN server access for 12+ devices, ensuring 100% information availability.
 - Implemented weekly storage backup routines to prevent data loss and corruption.

PROJECTS

- MLOPS STAGEFLOW**
- Streamlined switching between local and cloud development stages within a unified project filesystem.
- ZAIDA AI VOICE ASSISTANT**
- An open source offline voice assistant based on dockerized services: Nginx, STT, TTS, NLP, NLU.
- DATA STRUCTURES AND ALGORITHMS**
- Personal solutions collection on coding challenge platforms: Leetcode, Google Foobar and Algoexpert.

CERTIFICATIONS

- PROFESSIONAL MACHINE LEARNING ENGINEER CERTIFICATION** Google Cloud | 08/23 - 08/25
- ASSOCIATE CLOUD ENGINEER CERTIFICATION** Google Cloud | 01/22 - 01/25
- MACHINE LEARNING COURSE, ANDREW NG, STANFORD** Coursera | 01/21

EDUCATION

- ION MINCU UNIVERSITY OF ARCHITECTURE AND URBAN PLANNING** Bucharest, RO | attended. 2012 - 2018
- Completed 335 credits towards MArch in Architecture
- SPIRU HARET NATIONAL COLLEGE** Bucharest, RO | graduated 2012
- Mathematics and Informatics Specialization