Mihail Costin LEONTE

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SKILLS

Artificial Intelligence / Machine Learning - Python | Tensorflow | Keras | PyTorch | scikit-learn | Hugging Face
Natural Language Processing - Dialogflow | Rasa | Langchain | LLM fine-tuning | NLTK | spaCy | prompt engineering
Data Science & Engineering - SQL | NoSQL | NumPy | Pandas | pySpark | Matplotlib | Seaborn | Jupyter | Streamlit
Machine Learning Operations - Google Cloud Platform | Vertex AI | Kubeflow | Jenkins | Docker | Git | Bash | Linux
Other - continuous learning | deep focus | critical thinking | attention to detail | 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
ASSOCIATE PYTHON PROGRAMMER CERTIFICATION   Python Institute | estimated 02/24
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