

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

- Concentrix + Webhelp** | Lead AI and Data Cloud Support Engineer Bucharest, RO | 05/23 - Present
- Spearheading team of 16 Cloud AI and Data specialists, reaching team record 95% customer satisfaction in 06/23.
 - Hosting weekly meetings with lead engineers from global cloud provider on engineering and support strategies.
 - Guiding team daily on issue reproduction, troubleshooting and research, ensuring top quality problem-solving.
 - Crafting insightful KPI analytics for weekly client reviews, advocating data-driven decisions on team performance.
 - Pioneering innovative assist tools and procedures for team enablement, enhancing expertise and efficiency.
- Concentrix + Webhelp** | Cloud AI and Data Subject Matter Expert Bucharest, RO | 02/22 - 04/23
- Evaluated daily team of 12+ Cloud AI and Data specialists, providing expert guidance on complex technical issues.
 - Led investigations on high-profile, urgent or undocumented production issues, ensuring adequate resolution.
 - Automated team performance monitoring with 50+ SQL scripts, streamlining tracking of project KPIs and metrics.
- Concentrix + Webhelp** | Cloud AI and Data Technical Solutions Representative Bucharest, RO | 08/21 - 01/22
- Consulted 50+ GCP customers on AI and Data services, consistently achieving 100% satisfaction and compliance.
 - Researched, tailored and tested data and machine learning pipelines, addressing complex architectural queries.
 - Replicated and troubleshoot on SQL and Python scripts, configuration files, logging data and monitoring graphs.
 - Initiated regular bug reports and documentation updates, augmenting product quality and customer self-service.
- 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 labeling, reducing design phase tasks by 50%.
- Concentrix + Webhelp** | Digital Marketing Specialized Referent Bucharest, RO | 11/19 - 11/20
- Terra Nostra Consulting** | Assistant Manager Bucharest, RO | 01/15 - 09/19
- Terra Nostra Consulting** | System and Network Administrator Bucharest, RO | 04/13 - 01/15

PROJECTS

- MLOps Stageflow** | Streamlined switching between local and cloud development stages with a unified filesystem.
- Zaida AI Voice Assistant** | An open source offline voice assistant based on dockerized STT, TTS and LLM services.
- Data Structures and Algorithms** | Solutions on coding challenges from Leetcode, Google Foobar and Algoexpert.

CERTIFICATIONS

- Associate Python Programmer** OpenEDG Python Institute | 02/24
- Professional Machine Learning Engineer** Google Cloud | 08/23 - 08/25
- Associate Cloud Engineer** Google Cloud | 01/22 - 01/25

COURSES

- Mathematics for Machine Learning and Data Science Specialization** DeepLearning.ai | 02/24
- Fundamentals of Accelerated Computing with CUDA Python Course** Nvidia Deep Learning Institute | 02/24
- Machine Learning Course** Coursera | 01/21

EDUCATION

- Ion Mincu University** | Completed 335/360 credits towards MArch in Architecture Bucharest, RO | 2012 - 2018
- Spiru Haret National College** | Mathematics and Informatics Specialization Bucharest, RO | 2004 - 2012