



# Mihail Costin LEONTE

Cloud AI and Data Engineer

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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)

## WORK EXPERIENCE

**Lead AI and Data Cloud Support Engineer** [Webhelp](#) 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.

**Cloud AI and Data Subject Matter Expert** [Webhelp](#) 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.

**Cloud AI and Data Technical Solutions Representative** [Webhelp](#) 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.

**Project Manager** Blue Service and Recycling 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.

**Digital Marketing Specialized Referent** [Webhelp](#) 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.

**Assistant Manager** [Terra Nostra Consulting](#) 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.

**System and Network Administrator** [Terra Nostra Consulting](#) 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

[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 att. **2012 - 2018**

- Completed 335 credits towards MArch in Architecture

[Spiru Haret National College](#)

Bucharest, RO graduated **2012**

- Mathematics and Informatics Specialization