

Mihail Costin LEONTE

[Linkedin](#) [Github](#) [mcleonte.com](#) mail@mcleonte.com (+40) 756 050 403 Bucharest, RO

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%.
- 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 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

- 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 of Architecture and Urban Planning** Bucharest, RO | attended 2012 - 2018
- Completed 335 credits towards MArch in Architecture