

Andrei Timo

AI Engineer

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🔗 GitHub Profile

TECHNICAL SKILLS

Cloud & AI

Microsoft Azure, Azure OpenAI, Azure Cognitive Services, Azure DevOps, Oracle Cloud Infrastructure (OCI), Kubernetes

Development

Python (Django), Java, JavaScript, React Native, Flutter, Node.js, HTML5

Data & APIs

SQL (MySQL, Oracle), REST APIs, Database Design & Optimization

DevOps & Tools

Docker, Jenkins, Git, CI/CD, PowerShell/Bash, Jira, Confluence, Postman

Methodologies

Agile, Test-Driven Development (TDD), Root Cause Analysis (RCA), Unit Testing

Certifications

Microsoft Certified: Azure AI Engineer Associate

Microsoft · Issued May 2024 (*renewal in progress*)

Oracle Cloud Infrastructure 2025 Certified Foundations Associate

Oracle · Current

Oracle Fusion AI Agent Studio Foundations Associate

Oracle · Current

Database Clinic: MySQL

Oracle · Issued Sep 2020

PROFESSIONAL PROFILE

Azure AI & Cloud Support Engineer with 3+ years of enterprise experience at **Microsoft** and **Oracle**, specialising in Azure OpenAI, Cognitive Services, and complex REST API integrations. Proven ability to manage high-priority technical escalations and deliver deep-dive root cause analysis for global enterprise clients across cloud and AI infrastructure. Holds Microsoft Certified Azure AI Engineer Associate and Oracle Cloud Infrastructure certifications. Skilled in Python, Java, and SQL automation to resolve systemic integration failures and reduce Mean Time to Resolve (MTTR). Based in Romania, open to roles across the EU.

PROFESSIONAL EXPERIENCE

AI Engineer, Microsoft Corporation

09/2026 – Present | Bucharest, Romania

- **Diagnosed and resolved complex enterprise-level incidents** across Azure AI Infrastructure, OpenAI Service integrations, and cognitive API workflows, ensuring high-availability and system resilience for global clients.
- **Executed deep-dive root cause analysis (RCA)** on LLM integration failures, analyzing API payloads, execution logs, and cloud telemetry to identify and mitigate infrastructure bottlenecks.
- **Partnered directly with Core AI Engineering and R&D teams** to isolate platform bugs, refine model deployment pipelines, and contribute to production-level service optimizations.
- **Engineered custom automation and troubleshooting scripts** (Python, REST APIs) to assist enterprise developers in optimizing prompt architecture, fine-tuning API requests, and reducing latency.
- **Authored technical knowledge base articles and architecture troubleshooting guides**, empowering cross-functional teams and accelerating issue resolution for complex AI workflows.

Technical Support Engineer, Oracle Corporation

07/2024 – 01/2026 | Bucharest, Romania

- Resolved complex REST API integration failures between Oracle Learning Platforms and HR systems, becoming the team's primary subject matter expert for this integration domain and significantly improving enterprise workflow stability for global clients.
- Performed deep-dive root cause analysis using SQL on customer databases, proactively extracting historical data patterns to identify and eliminate recurring system failures before they escalated.
- Maintained a 95%+ CSAT rating while managing a high-volume queue of 40+ tickets per week within a global enterprise ticketing system, consistently meeting SLA targets in a fast-paced L2 environment.

Education

Bachelor of Science in Computer Science,

University of the West of England 

09/2019 – 06/2023

Bristol, United Kingdom

- Grade: First Class Honours
- Relevant Coursework: Software Engineering, Data Structures, Cloud Computing, Advanced Databases.

Azure Support Engineer, Microsoft Corporation

09/2023 – 05/2024 | Bucharest, Romania

- Provided Tier 2 technical support for Azure OpenAI and Cognitive Services, guiding enterprise clients through complex LLM implementations and infrastructure troubleshooting while managing 40+ tickets per week and maintaining a 90%+ CSAT rating.
- Developed tailored Python and Java scripts to resolve high-stakes technical escalations, addressing unique enterprise business requirements and minimising service downtime for global clients.
- Partnered with internal Azure engineering teams to identify, isolate, and remediate systemic platform bugs, directly contributing to multiple confirmed fixes shipped to production.

Private Tutor, University of the West of England

10/2022 – 05/2023 | Bristol, United Kingdom

- Delivered personalised instruction in Python and JavaScript to university students, simplifying complex programming concepts and fostering practical problem-solving skills.

Junior Software Engineer, Zircon Software Limited

07/2021 – 07/2022 | Trowbridge, United Kingdom

- Developed and maintained a safety-critical maintenance tool for train braking systems using React Native and Python, ensuring strict compliance with railway safety standards in a highly regulated engineering environment.
- Reduced bugs and incidents by 20–30% by implementing Test-Driven Development (TDD) and comprehensive unit testing frameworks, directly improving application reliability and code quality.
- Authored detailed software architecture designs and technical documentation to streamline cross-team collaboration and ensure project continuity across development cycles.
- Collaborated within cross-functional Agile teams to deliver robust software solutions consistently meeting rigorous project specifications and deadlines.

Crew Member Trainer, Logiscool Romania

11/2020 – 04/2021 | Galati, Romania

- Taught foundational programming (Python, JavaScript, HTML) and core computer science principles to diverse student groups, and led a Video Editing summer camp adapting to varied learning styles.