

Muhammad Iqbal Bin Zulsafari

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Profile

Data Scientist and Computer Science (AI) graduate from Universiti Malaya with hands-on experience in enterprise AI pipelines, cloud deployments, and compliance-focused delivery across banking and healthcare engagements. Skilled in client-facing solution design, structured problem-solving, and stakeholder communication. Seeking opportunities in data science, technology consulting, and AI-driven advisory roles.

Experience

Kyndryl Malaysia Sdn. Bhd.

Jun. 2025 – Present

Associate, Data Scientist

Kuala Lumpur, MY

AI Email Processing for Auto-Financing Loan Applications — Local Malaysian Bank

- Participated in client requirement gathering sessions to scope an AI solution that automates the bank's manual auto-financing loan email review process, aiming to reduce processing time, manual errors, and improve approval consistency
- Assisted in designing the Azure-based architecture: Logic Apps for email monitoring, Blob Storage for document ingestion, Document Intelligence for OCR/NLP extraction, and Functions for cross-validation business rules
- Contributed to building document classification and data extraction modules that automatically identify document types (NRIC, payslips, bank statements) and extract structured fields with confidence scores
- Helped develop the cross-validation engine comparing extracted customer details (name, NRIC, income, employer) across multiple documents, flagging inconsistencies for loan officer review
- Produced **audit-ready reports** showing extracted fields, source documents, mismatches found, and confidence scores to support compliance and governance review

AI-Powered Clinical Report Generation & Verification — Regional Healthcare Client

- Contributed to developing the **report verification module** of an AI platform that automates variant database creation, literature summarisation, and clinical report generation on Google Cloud Platform
- Built verification logic for tier validation, internal variant interpretation checks, detected mutation gene lists, and multiple mutation detection, with clear human-in-the-loop flags for cases requiring expert review
- Implemented structured logging with unique identifiers to enable traceability across concurrent module executions, significantly reducing debugging time
- Helped resolve report generation performance bottlenecks (10–30 min/run blocking the API) through dedicated worker provisioning
- Contributed to delivering client-specific, customized reports aligned to the laboratory's workflow and clinical needs, helping achieve **~90% cost reduction** compared to traditional interpreter tool subscriptions

Certifications & Training

- Completed enterprise technical, ethics, and compliance training; earned Microsoft Azure Fundamentals (AZ-900), Azure AI Fundamentals (AI-900), Google Associate Data Practitioner and Fundamentals of Predictive Project Management - PMI

Universiti Malaya × SkyWorld Development Berhad

Apr. 2024 – Mar. 2025

Chatbot Developer (Final-Year Project)

Kuala Lumpur, MY

- Conducted stakeholder requirement analysis with the client to define multilingual chatbot objectives and a sentiment reporting framework aligned with SkyWorld's 3-tier and 5-tier business classification structures
- Developed a multilingual chatbot using mBERT and SeaLLM with structured translation pipelines supporting Malay, English, and Chinese; Streamlit frontend and MySQL backend
- Engineered aspect-based and hierarchical sentiment analysis with VADER fallback; designed modular FastAPI + MultiLLM architecture for scalable, maintainable deployment
- Trained and evaluated models using Hugging Face Trainer and Tokenizer, achieving high accuracy and F1-scores
- Delivered full client handover with architecture diagrams, evaluation reports, and documentation enabling independent system maintenance and scalability

Setel Ventures Sdn. Bhd. (PETRONAS subsidiary)

Aug. 2023 – Feb. 2024

Intern, IT Operations

Bangsar South, Kuala Lumpur

- Provided L1/L2 IT support and resolved incidents, contributing to service continuity; managed SaaS platforms (JIRA, Confluence, Slack), user onboarding, and inventory systems (Snipe-IT)
- Coordinated with cybersecurity and infrastructure teams to enhance endpoint protection via Microsoft Defender; supported cloud administration via Google Admin and JumpCloud
- Automated reporting tasks using PowerShell; assisted in IT audit sessions with structured compliance documentation aligned to governance standards

Education

Universiti Malaya

Bachelor of Computer Science (Artificial Intelligence)

Oct. 2021 – Mar. 2025

Kuala Lumpur, MY

- **CGPA: 3.50/4.00** — Dean's List (Semester 6 & 7)
- Selected as Universiti Malaya representative at the Malaysia AI Nexus Launch Ceremony 2024

Centre for Foundation in Science, Universiti Malaya

Foundation in Physical Sciences

Jul. 2020 – Apr. 2021

Kuala Lumpur, MY

- **CGPA: 3.63/4.00**

MRSM Pengakalan Hulu

Sijil Pelajaran Malaysia (SPM)

Feb. 2018 – Nov. 2019

Pengakalan Hulu, Perak

- Result: **2A+ 4A 3A-**

Projects

Contract Risk Analyzer | AI Factory Accelerator

Nov. 2025

- Built a production-grade contract analysis tool using FastAPI, Azure Document Intelligence, and spaCy NLP to extract, classify, and flag risk clauses from legal documents with PostgreSQL storage

Career Coach Chatbot | Universiti Malaya × UM Career Centre

Mar. 2024 – Jul. 2024

- Developed an interview preparation and resume analysis chatbot in collaboration with UM's Graduate Employability and Career Centre, using OpenAI GPT-3.5 for text generation and SpaCy NER for resume parsing; deployed via Streamlit

PDF Analyzer | GitHub

Nov. 2024

- Built a document summarisation tool using PyPDF2 for text extraction, JamAI API for summarisation, and downloadable DOCX output via Streamlit

Technical Skills

AI / ML / NLP: PyTorch, TensorFlow, scikit-learn, Hugging Face (Trainer, Tokenizer), SpaCy, NLTK, FastAI, NLP, document intelligence, model training & evaluation, Pandas, NumPy

Programming: Python, SQL (MySQL), Java, PowerShell, JSON, HTML, R

Cloud & Systems: Microsoft Azure (AZ-900, AI-900), GCP (Cloud Run, BigQuery, Vertex AI, Cloud SQL, Bigtable), Azure Document Intelligence, Azure Functions, Docker, CI/CD fundamentals, Microsoft Defender

Tools & Platforms: FastAPI, Streamlit, Git/GitHub, JIRA, Confluence, Postman, OpenAI & Claude API, Snipe-IT, Microsoft 365

Engineering Practices: API-based architecture, integration testing, batch processing, data pipelines, reproducible workflows, structured logging, audit trail/provenance tracking, system reconciliation

Certifications

Google Cloud Certified: Professional Machine Learning Engineer

Apr. 2026

Google Certified: Associate Data Practitioner

Mar. 2026

Microsoft Certified: Azure Fundamentals (AZ-900)

Jul. 2025

Microsoft Certified: Azure AI Fundamentals (AI-900)

Jul. 2025

Fundamentals of Predictive Project Management — PMI

Jun. 2025

Applications of AI for Anomaly Detection — NVIDIA

Dec. 2024

Ethics of AI (2 ECTS) — University of Helsinki

Dec. 2024

CCNAv7: Introduction to Networks — Cisco Networking Academy

Jun. 2022

Awards & Honours

Dean's List Award — Semester 2, Academic Session 2023/2024 (6th Semester)

Universiti Malaya

Dean's List Award — Semester 1, Academic Session 2024/2025 (7th Semester / Final Semester)

Universiti Malaya

Conferences

Malaysia Artificial Intelligence Nexus Launch Ceremony (MY AI NEXUS)

May 2024

Official Representative — Universiti Malaya

World Trade Centre, Kuala Lumpur

Languages & Interests

Languages: English (Fluent, Written & Spoken), Malay (Fluent, Written & Spoken)

Interests: Artificial Intelligence, Data Science, Natural Language Processing, Cloud Computing, Technology Consulting, Digital Transformation, System Integration