

Muhammad Iqbal Bin Zulsafari

+60 18-256 5963 | iqbalzulsafari02@gmail.com | Kuala Lumpur, MY
linkedin.com/in/iqbalzulsafari | github.com/iqbalzulsafari | iqbalzulsafari.com

Profile

Management Consulting Analyst at Accenture supporting Contact Center Transformation, with prior experience delivering AI-driven solutions across banking and healthcare at Kyndryl. Google Cloud Professional ML Engineer with expertise in agentic AI, conversational AI, and document intelligence. Skilled in structured problem-solving, stakeholder engagement, and translating complex technical outputs into actionable business recommendations.

Experience

Accenture Solutions Sdn. Bhd.

Management Consulting Analyst

Jul. 2026 – Present

Kuala Lumpur, MY

Contact Center Transformation (Google CCAI) — US-based Transportation Infrastructure and Services Client

- Collaborating with cross-functional teams on a CCaaS transformation engagement; shadowing senior consultants across client calls to build end-to-end understanding of delivery approach
- Building CX Agent expertise through Google Cloud badges in CCaaS implementation, administration, and functions/reporting

Kyndryl Malaysia Sdn. Bhd.

Associate, Data Scientist

Jun. 2025 – Jul. 2026

Kuala Lumpur, MY

Engagement: AI-powered loan application processing — local Malaysian bank

- Participated in scoping an AI email processing solution that automates extraction, classification, and cross-validation of customer details from loan documents using Azure Document Intelligence, Logic Apps, and Functions
- Contributed to building a cross-validation engine flagging mismatches (name, NRIC, income) across document types with confidence scores, generating **audit-ready reports** for loan officer review

Engagement: AI-powered clinical report automation — regional healthcare client

- Assisted in developing the **report verification module** of an AI platform that automates variant database creation and clinical report generation, with human-in-the-loop flags for expert review
- Contributed to delivering client-specific customised reports with tier validation and mutation detection logic, helping achieve **~90% cost reduction** vs. traditional interpreter tool subscriptions

Setel Ventures Sdn. Bhd. (PETRONAS subsidiary)

Intern, IT Operations

Aug. 2023 – Feb. 2024

Kuala Lumpur, MY

- Coordinated incident resolution across cybersecurity, infrastructure, and application teams; supported IT audit sessions with structured compliance documentation

Education

Universiti Malaya

Master in Data Science (In Progress)

- CGPA: 4.00/4.00** — First Semester

2026 – Present

Kuala Lumpur, MY

Universiti Malaya

Bachelor of Computer Science (Artificial Intelligence)

- CGPA: 3.50/4.00** — Dean's List (Semester 6 & 7) — UM Representative, MY AI Nexus 2024

Oct. 2021 – Mar. 2025

Kuala Lumpur, MY

Centre for Foundation in Science, Universiti Malaya

Foundation in Physical Sciences

- CGPA: 3.63/4.00**

Jul. 2020 – Apr. 2021

Kuala Lumpur, MY

Projects

Universiti Malaya × SkyWorld Development Berhad

Chatbot Developer (Final-Year Project)

Apr. 2024 – Mar. 2025

Kuala Lumpur, MY

- Conducted stakeholder requirement analysis to define multilingual chatbot objectives and a sentiment reporting framework aligned with the client's business classification structures
- Designed modular system architecture enabling scalable multilingual response generation, a key deliverable for the client's customer engagement strategy

Skills & Languages

Programming & Tools: Python, SQL, FastAPI, Git, JIRA, Confluence, Postman, Microsoft 365, Excel

AI / ML: Agentic AI, GenAI/LLMs, conversational AI, CX Agent Studio, document intelligence, RAG, NLP, Hugging Face

Cloud: Google Cloud (Professional ML Engineer, GECX), Azure (AZ-900, AI-900), AWS/Bedrock, BigQuery, Vertex AI

Consulting: Agile, stakeholder management, requirements gathering, hypothesis-driven analysis, governance documentation

Languages: English (Fluent), Malay (Fluent)

Certifications

GCP Professional ML Engineer | Google Associate Data Practitioner | Azure AZ-900 | Azure AI-900 | PMI Predictive PM | IBM Data Science Foundations | NVIDIA AI for Anomaly Detection | Ethics of AI — Helsinki