Muhammad Iqbal Bin Zulsafari

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Experience

Kyndryl Malaysia Sdn. Bhd. — Jun. 2025 – Present
Associate, Data Scientist — Kuala Lumpur, MY

Engagement: AI-powered loan application processing for a local Malaysian bank

- Participated in client requirement gathering sessions to scope an AI solution for automating the bank's manual auto-financing loan email review process, reducing processing time and manual errors
- Assisted in designing the Azure-based architecture (Document Intelligence, Logic Apps, Blob Storage, Functions) for document classification, data extraction, and cross-validation of customer details across submitted documents
- Contributed to building the cross-validation engine that checks extracted fields (names, NRIC, income) across multiple document types, flagging mismatches and generating **audit-ready reports with confidence scores**

Engagement: Clinical genomics report verification for a regional healthcare client

- Assisted in developing an LLM-assisted evidence retrieval workflow that improved consistency and traceability in clinical variant classification across multiple reports
- Built reproducible batch processing pipelines with full audit provenance, **reducing manual review burden** while maintaining governance compliance
- Synthesised complex technical outputs into clear, actionable summaries for non-technical clinical and governance reviewers

Universiti Malaya × SkyWorld Development Berhad — Apr. 2024 – Mar. 2025
Chatbot Developer (Final-Year Project) — 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
- Produced architecture diagrams, evaluation reports, and handover documentation ensuring the client could maintain the system independently

Setel Ventures Sdn. Bhd. (PETRONAS subsidiary) — Aug. 2023 – Feb. 2024
Intern, IT Operations — Kuala Lumpur, MY

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

Education

Universiti Malaya — Oct. 2021 – Feb. 2025
Bachelor of Computer Science (Artificial Intelligence) — Kuala Lumpur, MY
- **CGPA: 3.50/4.00** — Dean's List (Semester 6 & 7) — UM Representative, MY AI Nexus 2024

Centre for Foundation in Science, Universiti Malaya — Jul. 2020 – Apr. 2021
Foundation in Physical Sciences — Kuala Lumpur, MY
- **CGPA: 3.63/4.00**

Core Competencies

Problem-Solving: Structured decomposition, hypothesis-driven analysis, quantitative modelling
Client Engagement: Requirements gathering, feasibility analysis, executive presentations
Communication: Technical-to-business translation, governance documentation, clear data narratives
Delivery: Agile methodology, cross-functional collaboration, end-to-end solutions

Certifications & Technical Skills

Certifications: Azure Fundamentals (AZ-900), Azure AI Fundamentals (AI-900), NVIDIA AI for Anomaly Detection, Ethics of AI (Uni. Helsinki)
Technical: Python, SQL, Azure, GCP, FastAPI, Git, JIRA, Confluence, Microsoft 365, Excel

Languages

Languages: English (Fluent), Malay (Fluent)