

Muhammad Iqbal Bin Zulsafari

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Experience

Kyndryl Malaysia Sdn. Bhd.

Associate, Data Scientist

Jun. 2025 – Present

Kuala Lumpur, MY

Project: AI email processing for auto-financing loan applications

- Contributed to building an AI pipeline that automates extraction, validation, and verification of customer details from emailed loan application documents, replacing manual officer review
- Assisted in developing document classification and data extraction modules using **Azure Document Intelligence** (OCR + NLP) for NRIC, payslips, bank statements, and other supporting documents
- Built cross-validation logic comparing extracted fields (name, NRIC, income, employer) across document types, flagging mismatches with **confidence scores** and generating audit-ready reports

Python, Azure Document Intelligence, Azure Logic Apps, Azure Functions, Azure Blob Storage, Agile/Scrum

Project: Clinical genomics report verification & evidence retrieval

- Implemented an **LLM-assisted variant tiering workflow using RAG** — retrieving live evidence from clinical databases, mapping therapeutic levels to internal tiers, and storing full provenance
- Built and maintained an automated report verification pipeline validating variant calls across multiple clinical cases with reproducible batch generation
- Wrote integration tests and reconciliation tools comparing legacy tiering outputs with updated evidence, documenting discrepancies for review

Python, GCP, BigQuery, RAG, ChromaDB, FastAPI, NLP, OncoKB API, ClinicalTrials.gov API

Universiti Malaya × SkyWorld Development Berhad

Chatbot Developer (Final-Year Project)

Apr. 2024 – Mar. 2025

Kuala Lumpur, MY

- Developed a multilingual AI chatbot using **mBERT**, **SeaLLM**, and structured translation pipelines supporting Malay, English, and Chinese
- Engineered aspect-based and hierarchical sentiment analysis (3-tier and 5-tier) with VADER fallback for low-confidence scenarios
- Designed modular **FastAPI + MultiLLM architecture**; trained models using Hugging Face, achieving high accuracy and F1-scores

Python, FastAPI, mBERT, SeaLLM, Hugging Face, Streamlit, MySQL, VADER

Setel Ventures Sdn. Bhd. (PETRONAS subsidiary)

Intern, IT Operations

Aug. 2023 – Feb. 2024

Kuala Lumpur, MY

- Provided L1/L2 IT support; managed SaaS platforms (JIRA, Confluence, Slack) including user onboarding and access control
- Supported cloud administration via Google Admin and JumpCloud; automated reporting tasks using PowerShell

JIRA, Confluence, PowerShell, Google Admin, JumpCloud, Microsoft Defender, Snipe-IT

Education

Universiti Malaya

Bachelor of Computer Science (Artificial Intelligence)

Oct. 2021 – Feb. 2025

Kuala Lumpur, MY

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

Centre for Foundation in Science, Universiti Malaya

Foundation in Physical Sciences

Jul. 2020 – Apr. 2021

Kuala Lumpur, MY

- CGPA: 3.63/4.00**

Technical Skills

AI / ML / NLP: PyTorch, TensorFlow, scikit-learn, Hugging Face, SpaCy, NLTK, FastAI, ChromaDB, RAG, Pandas, NumPy

Languages: Python, SQL (MySQL), JSON, HTML, R

Cloud / MLOps: Microsoft Azure (AZ-900, AI-900 certified), GCP, BigQuery, CI/CD fundamentals, Docker

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

Certifications

Azure Fundamentals (AZ-900) — Microsoft, 2025 · Azure AI Fundamentals (AI-900) — Microsoft, 2025 ·

AI for Anomaly Detection — NVIDIA, 2024 · Ethics of AI, 2 ECTS — Uni. Helsinki, 2024 · CCNAv7: Intro to Networks — Cisco, 2022 ·

Languages: English (Fluent), Malay (Fluent)

Languages

Languages: English (Fluent), Malay (Fluent)