BIN XUAN KONG

(+60)126112151 ⋄ binxuankong@gmail.com ⋄ github.com/binxuankong

Skills

Data Science	Supervised & Unsupervised Learning, Large Language Models (LLMs), Natural Language Processing (NLP), Computer Vision, Recommendation Systems
Programming	Python, SQL, Java
Libraries	NumPy, Pandas, SciKit-Learn, TensorFlow, PyTorch, Hugging Face Transformers
Infrastructure	dbt, AWS (ECS, EC2, Lambda), Terraform, Docker, Kubernetes, Airflow
Soft	Problem Solving, Project Management, Adaptability, Fast Learner, Teamwork
Languages	English (Native or Bilingual), Chinese (Simplified) (Native or Bilingual), Malay (Professional Working), Cantonese (Elementary)

Work Experience

GXBank — Jul 2023 - Present
Data Scientist, Senior Specialist — *Selangor, Malaysia*

· Developed **AiNi**, a GenAI-powered customer-facing chatbot, integrating security checks, live agent redirection, and FAQ context search, achieving 47% containment of customer queries and reducing live agent workload.
· Built an **internal GenAI chatbot** for live agents, leveraging retrieval-augmented generation (RAG) and the customer experience knowledge base to enhance agent productivity.
· Led the **Voice of Customer 360 (VoC360)** project, consolidating customer feedback from multiple sources, building data pipelines, and developing an AI assistant for insights generation.
· Designed an **enhanced name matching model** using fuzzy string algorithms to predict name equivalence, handling localized name variations.
· Developed a **profanity image scanning model** to detect and filter inappropriate images.
· Optimized **name screening models** for Anti-Money Laundering (AML) compliance, refining threshold detection for improved accuracy.
· Collaborated with MLOps and SRE teams to productionize data science projects, implement model monitoring pipelines, and manage AWS infrastructure using Terraform and GitLab CI/CD.

Naluri — Jun 2022 - Jun 2023
Data Scientist — *Kuala Lumpur, Malaysia*

· Developed a user segmentation model to cluster users based on activity patterns.
· Created recommendation models to provide coaches with optimal call-to-actions for different user segments.
· Conducted analysis on user health data to predict the probability of achieving improved health outcomes.
· Built a fitness AI prototype with computer vision capabilities to count exercise repetitions (e.g., squats, push-ups, sit-ups, planks).
· Developed and fine-tuned models, including a web scraper to gather food images for model enhancement.
· Oversaw AWS EC2 and ECS services for cronjobs and APIs.
· Managed and maintained ETL pipelines utilizing dbt, Prefect, and AWS Redshift.
· Designed and maintained interactive dashboards using Metabase.

The Center of Applied Data Science (CADS) — Mar 2020 - Jun 2022
Data Science Specialist — *Kuala Lumpur, Malaysia*

· Build pipeline to migrate data from several different databases into a clean integrated database to allow the ease of analysis
· Create regression models to predict probability of closing opportunities on Salesforce
· Build recommendation models for jobs, learning paths and skills to users, and deploy them as API using Flask
· Perform web scraping and text mining on job posting websites to get current skill trends for various jobs
· Work as Technical Assistant to provide assistance and consultation to clients on upskilling data literacy skills

Maxis   Jul 2017 - Aug 2017
Business Intelligence Intern   *Kuala Lumpur, Malaysia*
- Extracted and managed data in the database using Oracle SQL
- Created reports based on customer requirements using Qlik Sense
- Analysed and compared the back-end data with business data

Education

Imperial College London   Sep 2018 - Sep 2019
MSc Advanced Computing   *Result: Distinction*
University of Manchester   Sep 2015 - Jun 2018
BSc(Hons) Computer Science and Mathematics   *Classification: First Class*
Taylor's College Subang Jaya   Jan 2014 - Jun 2015
Cambridge International A Level   *Chemistry (A*), Physics (A*), Mathematics (A*)*

Projects

Deep Image Reconstruction from Brain Activity   Apr 2019 - Sep 2019
- Functional magnetic resonance imaging (fMRI) and electroencephalogram (EEG) used to record people's brain activity of subjects viewing different images
- Developed novel approach of using a dual generative adversarial network (DualGan) to generate images from recorded brain activity
- Implemented the current state-of-the-art method of reversing a pre-trained convolutional neural network (CNN) to investigate results on own dataset

Poetry Generation using Deep Learning   Sep 2017 - Apr 2018
- Program to generate poems using recurrent neural network and gated recurrent units
- Distinct poems can be generated based on a user-supplied topic or image
- Built with Python, in particular Theano and TensorFlow to implement the neural networks, and external APIs

EventLite   Feb 2017 - May 2017
- Web application to create, list, search and manage events that are going on in Manchester
- Has two main roles, event seekers for those looking for events and event managers for those who create events
- Created by a team of six using Spring frameworks and external APIs

Study Buddy   Feb 2016 - Apr 2016
- Web application to assist users in studying and help them be aware of procrastination
- Users can input quizzes, which would pop-up periodically for them to complete
- Created by a team of six using HTML, CSS, PHP, MySQL and JavaScript

Awards and Achievements

Global Retail Banking Innovation Awards 2024   Oct 2024
- Led the VoC360 project, winning **Outstanding Use of Advanced Analytics** and **Best Gen-AI Retail Product Initiative**.
- Contributed to the **Best Data Analytics Initiative** (Highly Acclaimed) award as part of the DSA team.

Asian Banking & Finance Retail Banking Awards 2024   Jun 2024
- Part of the DSA team, winning **Analytics Initiative of the Year**.

Certificate of Excellence   Jun 2018
- Awarded to the top 10% of graduating students in the School of Computer Science

International Excellence Undergraduate Scholarship   Dec 2015
- Awarded based on outstanding academic performance by the University of Manchester

References available on request