

BIN XUAN KONG

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Profile Summary

Data Science practitioner with 5+ years of experience delivering end-to-end AI/ML systems, specializing in GenAI, LLM applications, applied machine learning, MLOps, and large-scale data product development. Proven track record of architecting and deploying award-winning GenAI products, leading cross-functional delivery, and scaling ML systems in production environments across fintech, healthtech, and enterprise domains.

Skills

Leadership	Technical leadership, AI product direction, cross-functional alignment, stakeholder management, roadmap ownership
AI/ML	Supervised & Unsupervised Learning, GenAI/LLMs, RAG, NLP, Computer Vision, Recommendation Systems, Multi-Agent Systems
MLOps	AWS (ECS/EC2/Lambda), Terraform, CI/CD, Airflow, Docker, Kubernetes, dbt
Programming	Python, SQL, Java, NumPy, Pandas, Scikit-Learn, PyTorch, TensorFlow, Hugging Face
Soft Skills	Problem Solving, Ownership, Technical Communication, Mentoring, Fast Delivery
Languages	English (Native/Bilingual), Chinese Simplified (Native/Bilingual), Malay (Professional)

Work Experience

GXBank	Jul 2023 - Present
<i>Data Scientist, Senior Specialist</i>	<i>Selangor, Malaysia</i>
· Led architecture and end-to-end development of AiNi , a multi-agent GenAI chatbot with secure verification flows, RAG pipelines, and live-agent orchestration. Achieved 47% automated containment, significantly reducing customer support load.	
· Designed and built an internal GenAI assistant for customer support, improving knowledge retrieval, accuracy, and response speed.	
· Led VoC360 , a bank-wide voice-of-customer AI insights platform—centralizing unstructured data streams and deploying an insights LLM assistant.	
· Architected and deployed GuardPlus (rule-based document tampering detection) and GuardAI (GenAI-augmented tampering detection). Improved detection coverage and reduced rule maintenance overhead.	
· Led design and development of GXScan , a document intelligence engine involving OCR extraction, transaction categorisation, and business legitimacy scoring.	
· Built Customer Lifetime Value (CLV) and churn prediction models using survival analysis, achieving 93% ROC on test data.	
· Delivered ML components for AML and name-matching systems , including improved localized name equivalence models.	
· Implemented content-moderation CV models , including profanity and inappropriate image scanning.	
· Partnered with MLOps and SRE teams to productionize ML systems using Terraform, Helm, GitLab CI/CD, Airflow, with strong observability and monitoring.	
Naluri	Jun 2022 - Jun 2023
<i>Data Scientist</i>	<i>Kuala Lumpur, Malaysia</i>
· Built segmentation and recommendation systems for digital health coaching, enabling personalized interventions.	
· Developed predictive models for user health outcome improvements.	
· Created a computer vision fitness-tracking prototype for exercise repetition counting.	
· Designed web scrapers and fine-tuned image models for food-image classification.	
· Managed AWS EC2/ECS infrastructure and ETL pipelines (dbt, Prefect, Redshift).	

The Center of Applied Data Science (CADS)	Mar 2020 - Jun 2022
<i>Data Science Specialist</i>	<i>Kuala Lumpur, Malaysia</i>
<ul style="list-style-type: none"> Designed a multi-source data integration pipeline for analytics. Developed ML models for sales opportunity prediction on Salesforce data. Built job/skills/learning recommendation systems deployed as Flask APIs. Performed large-scale web scraping and text mining for labour-market insights. 	

Maxis	Jul 2017 - Aug 2017
<i>Business Intelligence Intern</i>	<i>Kuala Lumpur, Malaysia</i>
<ul style="list-style-type: none"> Developed Qlik dashboards and performed data extraction using Oracle SQL. 	

Education

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

Projects

Deep Image Reconstruction from Brain Activity	Apr 2019 - Sep 2019
<i>Imperial College London</i>	
<ul style="list-style-type: none"> Built a dual-GAN architecture to reconstruct images from EEG/fMRI signals. Replicated state-of-the-art CNN inversion methods for evaluation. 	
Poetry Generation using Deep Learning	Sep 2017 - Apr 2018
<i>The University of Manchester</i>	
<ul style="list-style-type: none"> Built RNN/GRU-based text generation models for topic-based poetry. 	

Awards and Achievements

Global Retail Banking Innovation Awards 2025	The Digital Banker
<ul style="list-style-type: none"> Won the Outstanding Interactive Chatbot Service by a Digital Bank and Best Gen-AI Chatbot Initiative - By a Neobank awards for AiNi. 	
Global AI Innovation Awards 2025	The Digital Banker
<ul style="list-style-type: none"> Won the Outstanding AI Initiative for Financial Inclusion and Outstanding Use of AI for Front Office awards for AiNi. 	
Global Retail Banking Innovation Awards 2024	The Digital Banker
<ul style="list-style-type: none"> Won the Outstanding Use of Advanced Analytics and Best Gen-AI Retail Product Initiative awards for VoC360. Won the Best Data Analytics Initiative (Highly Acclaimed) award as part of the DSA team. 	
Asian Banking & Finance Retail Banking Awards 2024	Asian Banking & Finance
<ul style="list-style-type: none"> Won the Analytics Initiative of the Year award as part of the DSA team. 	
Certificate of Excellence	The University of Manchester
<ul style="list-style-type: none"> Awarded to the top 10% of graduating students in the School of Computer Science 	

References available on request