

# BIN XUAN KONG

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## Profile Summary

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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

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

## Work Experience

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<b>GXBank</b> <i>Data Scientist, Senior Specialist</i>	Jul 2023 - Present <i>Selangor, Malaysia</i>
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- 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.

<b>Naluri</b> <i>Data Scientist</i>	Jun 2022 - Jun 2023 <i>Kuala Lumpur, Malaysia</i>
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- 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)**

*Data Science Specialist*

Mar 2020 - Jun 2022  
Kuala Lumpur, Malaysia

- 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**

*Business Intelligence Intern*

Jul 2017 - Aug 2017  
Kuala Lumpur, Malaysia

- Developed Qlik dashboards and performed data extraction using Oracle SQL.

## **Education**

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### **Imperial College London**

*MSc Advanced Computing*

Sep 2018 - Sep 2019

*Result: Distinction*

### **University of Manchester**

*BSc(Hons) Computer Science and Mathematics*

Sep 2015 - Jun 2018

*Classification: First Class*

### **Taylor's College Subang Jaya**

*Cambridge International A Level*

Jan 2014 - Jun 2015

*Chemistry (A\*), Physics (A\*), Mathematics (A\*)*

## **Projects**

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### **Deep Image Reconstruction from Brain Activity**

*Imperial College London*

Apr 2019 - Sep 2019

- 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**

*The University of Manchester*

Sep 2017 - Apr 2018

- Built RNN/GRU-based text generation models for topic-based poetry.

## **Awards and Achievements**

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### **Global Retail Banking Innovation Awards 2025**

The Digital Banker

- 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

- 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

- 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

- Won the **Analytics Initiative of the Year** award as part of the DSA team.

### **Certificate of Excellence**

The University of Manchester

- Awarded to the top 10% of graduating students in the School of Computer Science

## **References available on request**

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