



# Break Into AI: Hack to Hire (Orientation)

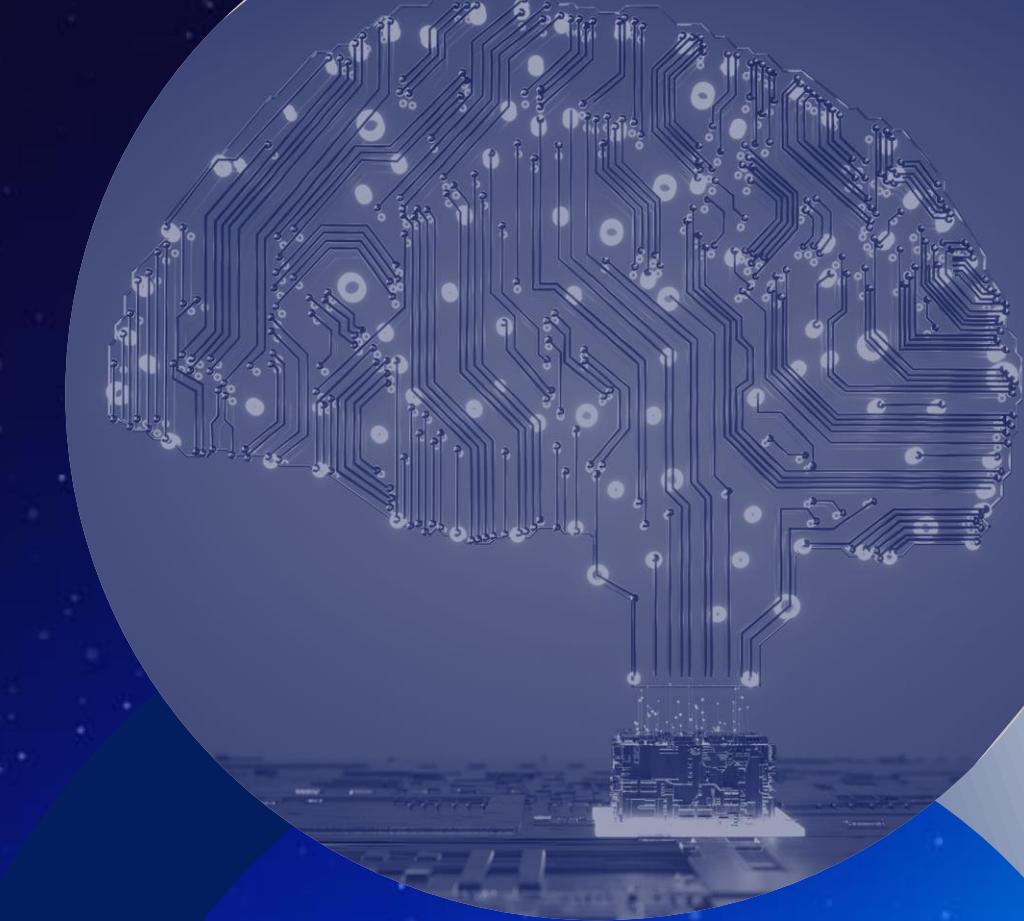
#LOCALFORLOCAL

November 27, 2025

Tian Peng, Daniel, Amir



An Initiative by GECO ASIA  
Upskill Today Business Division



# AI Hackathon – Orientation

## Day 1 – Orientation at Infinity8 Reserve TRX, KL (10:00 – 18:00)

1. Logistics: Building registration, participants come in
2. Welcome: TP, Rahul 10:00-10:20 am
3. Introductions: Participants 10:20-10:45
4. Orientation 45": Daniel, Angeline,TP 10:45-11:30
5. Short Demo on Claude 30": Daniel 11:30-12:00
6. Lunch break (get to know your team): 2 hours 12:00-14:00 pm
7. AWS workshop 14:00-16:00
8. Teamwork in respective team 16:00-18:00

# Agenda

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## 01 GECO Introductions

Our Milestones

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## 02 AI Hackathon

What to expect

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## 03 Technical Training

Curriculum and schedule

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## 04 Supports

Engagement Model

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# WHO WE ARE?



## GECO Asia: Enabling Digital Transformation

IT Consulting Firm with 15+ years of experience  
**HQ in Singapore**, with operations in Malaysia, Philippines, Indonesia, and China.

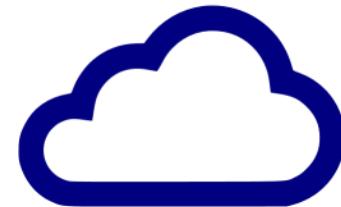
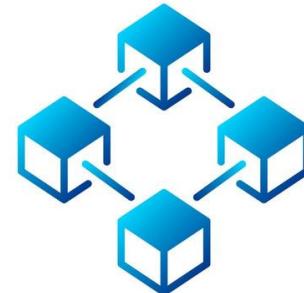
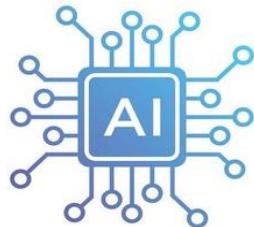
We serve Global Fortune 500 and SME Clients across  
**Banking, Oil & Gas, Pharmaceutical, Resources, Logistics, Internet Technology and** we work with  
**Government agencies.**

To fuel our growth, we have added Upskill Today, a new business division. **Upskill Today transforms how employees acquire future-ready skills through our Tech Talent Accelerator program** in ABCD Technologies--**Artificial Intelligence, Blockchain, Cloud and Data Engineering.**

# Our History & Key Milestones



# Our Solutions Portfolio - A.B.C.D.



## Artificial Intelligence

- Custom Software Development (JAVA / .NET / MERN)
- Low-Code-No-Code Development
- Mobile Development (iOS/Android)
- Generative AI Solutions
- COTS Solutions:
  - ✓ Salesforce
  - ✓ ServiceNow
  - ✓ PEGA

## Blockchain

- Digital Records Management
- Payment Platform (Banking)

## Cloud Engineering

- Cloud Migration
- Cloud Operations (Ops)
- Cloud Engineering
- Supported Solutions:
  - ✓ MS Azure
  - ✓ Amazon AWS
  - ✓ Google GCP
  - ✓ Alibaba Cloud

## Data Engineering

- Data Analytics
- Dashboards/Visualization
- Machine Learning
- ELT: Data staging
- Supported Solutions:
  - ✓ MS BI
  - ✓ Python
  - ✓ Ruby
  - ✓ Teradata

# The Leap

Comfort Zone → Growth Zone



# Our Upskilling Solution

Prepare job-ready tech talents in 8 weeks with technical training and real-world simulations

## Hire

Tap into our talent pool for top tech professionals to join your project.

## Upskill

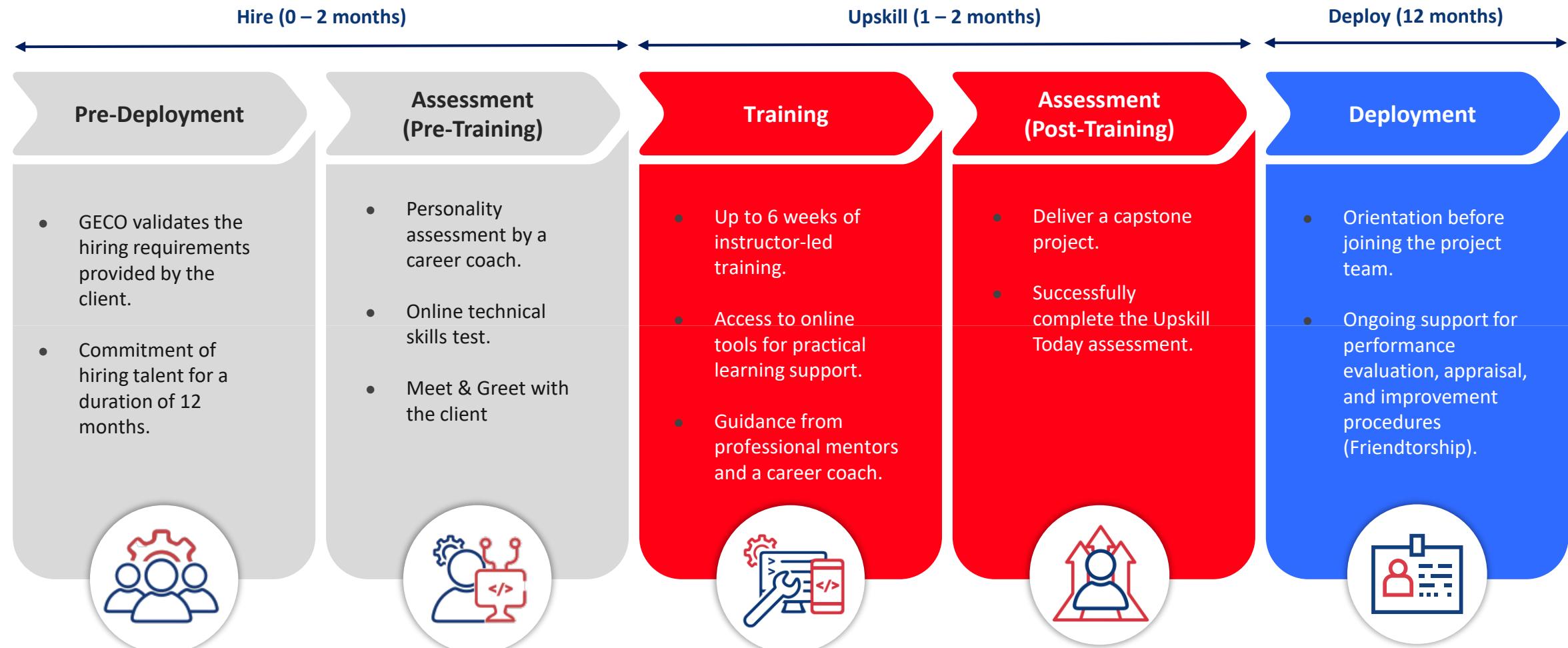
We upskill your selected talents to meet your specific skill requirements in just 8 weeks.

## Deploy

You can expect our talents to be working on your project, supported by our expert coaches.

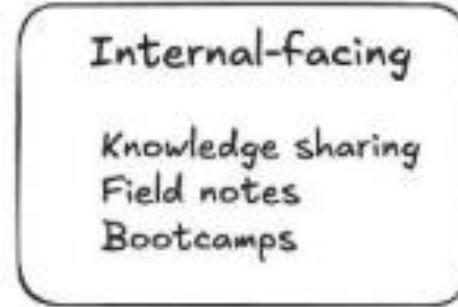
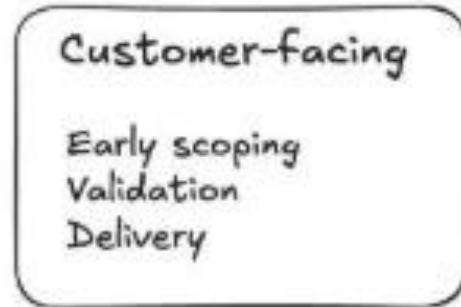
# How Does It Work?

## Our Customer Journey

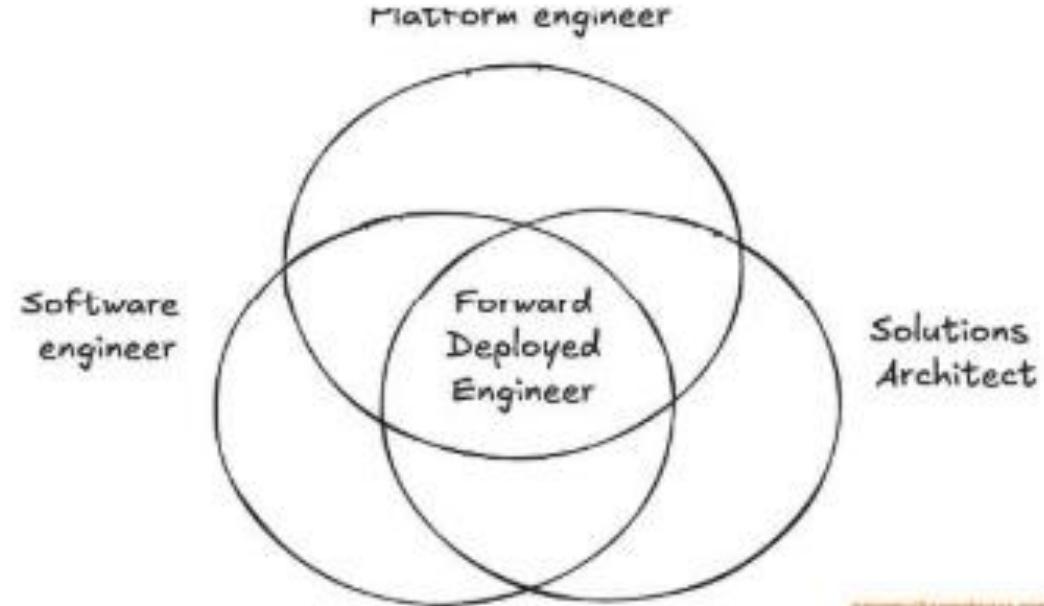


# Software Developer Roles Are Changing!!!

Forward Deployed Engineering  
work structure at OpenAI



[pragmaticengineer.com](http://pragmaticengineer.com)



What are Forward Deployed Engineers, and why are they so in demand?

# Team Intro: Name, Background, Expectation, Food/Travel Destination

## Team A: A-Team

Anderson Ling Jing Jie (TPM)  
Farid Firdaus (Dev)  
Amirul Zharif Hakimi (BA)  
Syed Muhammad Athif (Dev)

**Technical lead:** Gareth,  
Kyay Mon / Kenneth  
**Coach:** Daniel/Angeline  
**Room Booking & Payment**

## Team B: BRAVO

Azryl Shamin bin Azrizal (TPM)  
Chai Kian Hun (Dev)  
Nishin Mohammed Shahir (BA)

**Technical lead:** Gareth  
Kyay Mon / Kenneth  
**Coach:** Daniel/Angeline  
**Engagement Survey**

## Team C: Let It Fly

Nikita Marchenko (TPM)  
Tharani Seenivasan (Dev)  
Joshua Wong Chen Yen (BA)

**Technical lead:** Gareth,  
Kyay Mon / Kenneth  
**Coach:** Daniel/Angeline  
**CX Multilingual Auto**

## Team D: Defiant

Suria Narayanan Ramasamy (TPM)  
Ahmad Zaid Fakhri bin Aziz (Dev)  
Muhammad Abqari Zulkifli (BA)

**Technical lead:** Gareth,  
Kyay Mon / Kenneth  
**Coach:** Daniel/Angeline  
**Training Tracker**

# Suggested Roles & Responsibilities

## **Product Design Lead or AI /Data Specialist**

- Designs user flows, interfaces, and prototypes
- Ensures solution usability

## **Front End or Backend Developer / Lead Engineer**

- Implements functionality (front-end, back-end, AI components)
- Builds and integrates features

## **Technical Solution Lead**

- Primary liaison with organizers and technical support (Kenneth)
- Coordinates technical decisions and platform setup

## **Business Analyst / Team Lead**

- Prioritizes features and solution scope
- Ensures alignment with business objectives
- Track the tasks/feature development and must compensate where necessary

# Meet the Coaches & Mentor



**Christie**  
Career Coach

- WSG certified Career Coach
- 10 years at Intel IT Solutions
- Managed 50-team to deliver Off-shoring and Outsourcing projects
- Coached 300+ individuals back into the workforce
- Lead Upskill Today & TTA



**Daniel**  
Technical Mentor

- Lead Instructor, General Assembly
- Senior Education Consultant - MicroStrategy
- Regional IT Management, Dell EMC
- Technical Consultant, Misys
- ACLP, ITIL, CITBCM, PMP



**Angeline**  
Career Coach

- International Coaching Federation (ICF) Certified Life & Career Coach
- Mid-career switcher (previously in the IT industry)
- Agile and Agile Business Analyst trainer and coach for 8 years

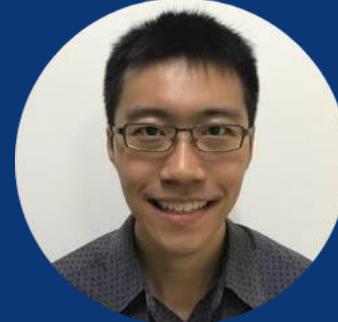
# Meet the Tech Team



**Gareth**

Service Delivery Manager

- Aligns solutions with organizational goals through strategic requirements gathering
- 10+ years in management consulting, banking, supply chain management
- Expertise in supply chain transformation, predictive analytics, BI optimization
- Bridges strategy, data, execution



**Kenneth**

Solutions Architect

- Turns business needs into scalable tech solutions
- Deep experience in data integration, analytics, and architecture
- Designs secure, high-performance data systems
- Translates complex data into clear business value



**Kyay Mon**

DevOps Engineer

- Lead DevOps and infrastructure projects
- 14+ years of experience in software development and project management
- Skilled in CRM, healthcare, and enterprise system delivery

# Our Awards & Industry Recognition



**SKILLS***future*  
Employer Awards



ICT -  
Training and Development  
GECO Asia Pte Ltd



**Accenture Philippines**  
Innovation Partner for External  
Talent Award



**SBR Technology  
Excellence Award**

for Upskilling and  
Reskilling Programme



**SkillsFuture  
Employer Awards**

Gold Award

# MOST IN-DEMAND SKILLS

Design with the end in mind



## Top 3 AI Careers in 2025

### AI Product Manager / Product Owner

Shift as AI becomes more embedded into business deployments.

### AI / ML Engineer

Designing, building and deploying ML models in production.

### Data Scientist (AI-Specialization)

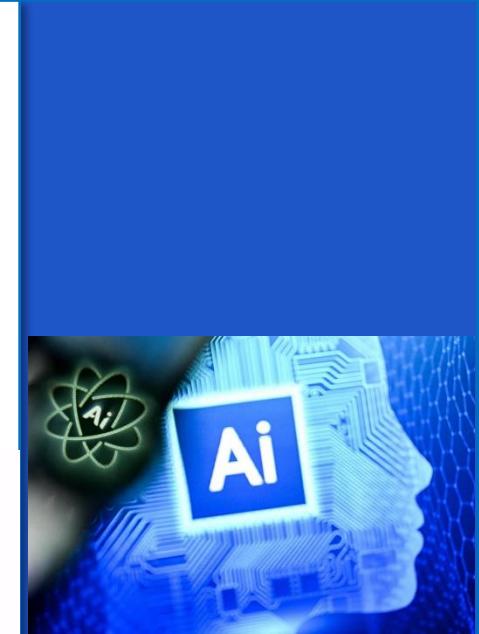
Combine classical DS with ML and AI insights, working with large complex datasets to drive decision making.



## TOP 10 SKILLS OF 2025

- |  |  |
|--|--|
|  Analytical thinking and innovation       |  Leadership and social influence                |
|  Active learning and learning strategies  |  Technology use, monitoring and control         |
|  Complex problem-solving                 |  Technology design and programming             |
|  Critical thinking and analysis         |  Resilience, stress tolerance and flexibility |
|  Creativity, originality and initiative |  Reasoning, problem-solving and ideation      |

Source: Future of Jobs Report 2020, World Economic Forum.



# Soft Skills Training



Feedback

Think on Your Feet



Working in Teams



Presentation

# AI Hackathon –Sprint (Week 1)

**Day**

Day 1 (27<sup>th</sup> Nov)  
Thursday

**Activity**

10am to 12pm - Orientation and Team Assignment (Infinity8 Office)  
2pm to 5pm – AWS AI Workshop (Online at Infinity8)

Day 2 (28<sup>th</sup> Nov)  
Friday

9.30am to 3.30pm - AI Technical Training (Online)  
4pm to 5pm Communication Style Workshop

# AI Hackathon –Sprint (Week 2)

Day 3 (1st Dec)  
Monday

9.30am to 3pm - AI Technical Training (Online)  
Core feature development (backend + frontend) - feature planning  
3pm – 5pm Daily Check-ins (Online)

Day 4 (2nd Dec)  
Tuesday

10am – 11am Sprint Meetings (Online)  
Core feature development – features building  
3pm – 5pm Daily Check-ins (Online)

Day 5 (3rd Dec)  
Wednesday

10am – 11am Sprint Meetings (Online)  
Core features development and testing, Product Validation  
11am – 12.30pm Think On Your Feet Workshop by Daniel Koh (Online)  
3pm – 5pm Daily Check-ins (Online)

Day 6 (4th Dec)  
Thursday

10am – 11am Sprint Meetings (Online)  
Feature Integration, Regression Testing, Product Validation, etc.  
2pm-3pm Feedback Workshop by Angeline (online)  
3pm – 5pm Daily Check-ins (Online)

Day 7 (5th Dec)  
Friday

10am – 11am Sprint Meetings (Online)  
Integration, testing, bug fixes, Pitch deck, etc  
3pm – 5pm Daily Check-ins (Online)

# AI Hackathon –Sprint (Week 3)

Day	Activity
Day 8 (8th Dec) Monday	10am-11am Presentation Workshop by Christie Dao (Online via Teams) Features development and testing, Product Validation 2pm – 4pm Daily Check-ins (Online)
Day 9 (9th Dec) Tuesday	Feature Integration, Regression Testing, Product Validation, etc. 2pm – 4pm Daily Check-ins (Online)
Day 10 (10th Dec) Wednesday	Demo Preparation, Dry Run, Finalize Prototype, etc 2pm – 4pm Daily Check-ins (Online)
Day 11 (11th Dec) Thursday	9am – 6pm - Mock Presentations (Online via Teams)
Day 12 (12th Dec) Friday	Final Pitch Day, Awards and Prize Ceremony (Infinity8 office) 25 minutes per team

# AI Hackathon – Technical Curriculum

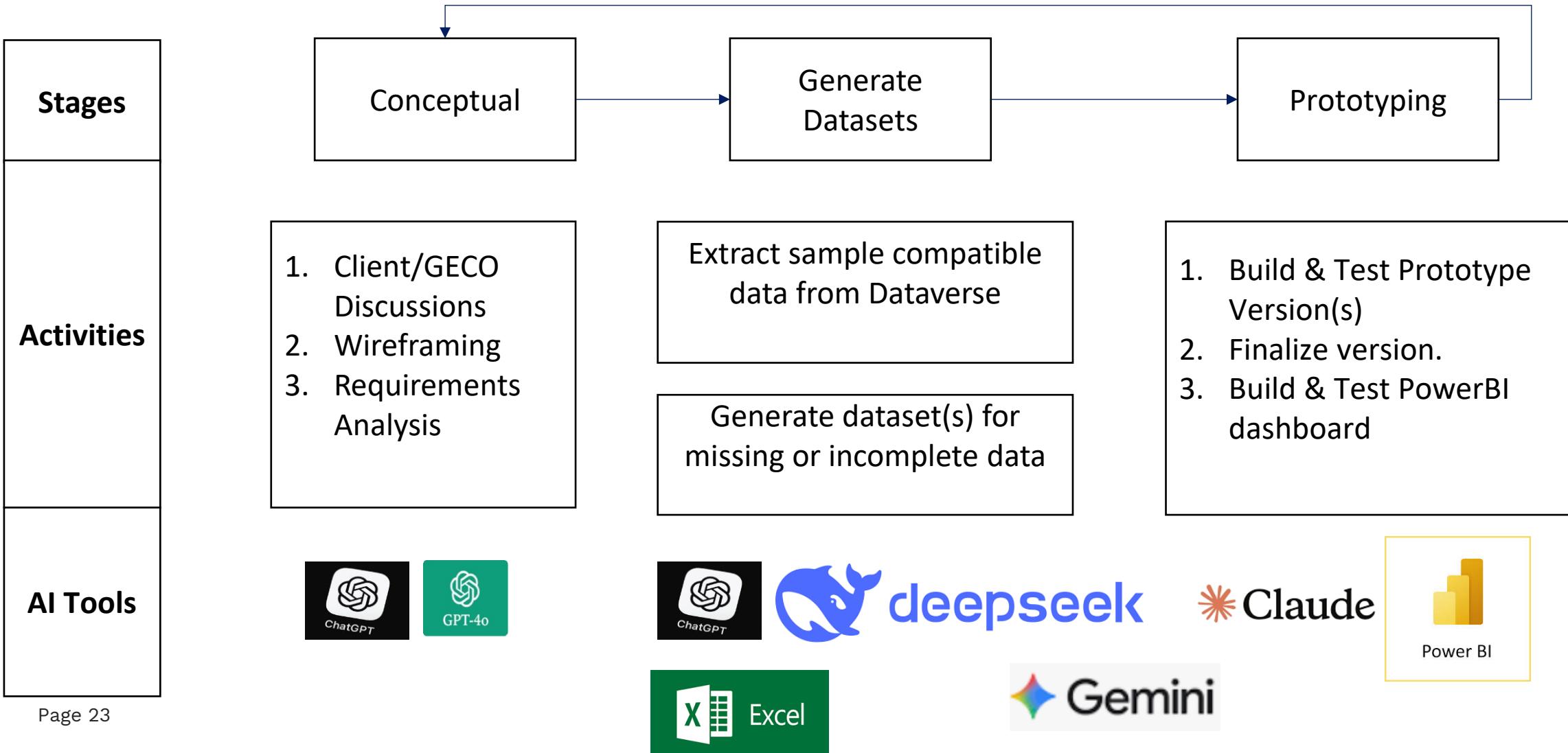
**Day 1 — Discovery and Prototyping (4 hours) : 1.30m to 5.30pm**

- AI Landscape and Multi-Model Ecosystem** – Understand different AI models and their strengths, Live model comparison, task specific model selection
- Advanced Prompt Engineering Across Models** – Master Prompt Patterns: Optimize for context and quality, cross-model prompt testing, refinement challenges, few shot learning exercises
- Rapid Prototyping – Web Apps & Tools** – Build functional prototypes, Create web apps without coding, dashboard creation, form builder exercises

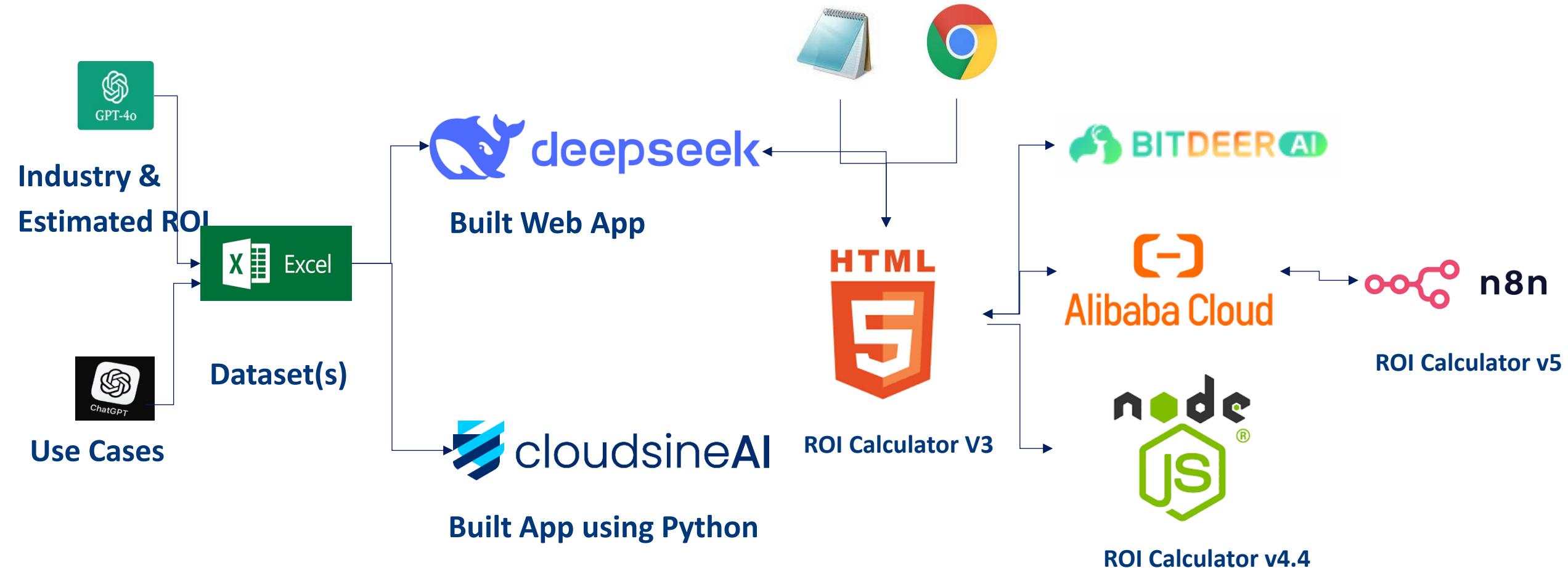
**Day 2 — Implementation & Delivery (4 hours) : 9.30am to 1.30pm**

- Introduction to Agentic AI** - Understand autonomous AI agents, Design workflows, Implement multi-step task automation
- Specialize AI Applications** – Create presentations with Z.ai, Generate diagrams and flowcharts with Mermaid.ai, build specific use case tools
- Hands-on Project & Implementation** – Build end to end solutions with AI assistance, Integrate multiple AI tools, Create deployable prototypes complete with documentation and presentation deck

# Using AI Tools at Various Stages



# Demo/Example



# Daily Schedule



Cohort Learning



Team Competition

	Monday	Tuesday	Wednesday	Thursday	Friday
8:00 am					
9:00 am					
10:00 am					
11:00 am					
12:00 pm					
1:00 pm					
2:00 pm					
3:00 pm					
4:00 pm					
5:00 pm					
6:00 pm					

**Prototype Development 9:00am-12:00am**

Stand up meeting with your team & PM

Lunch Break: 12:00 PM – 1:00 PM

Prototype Development | Self-paced Learning

Daily Check-in – 3.00 pm

Daily Check-in – 4.00 pm



Soft Skills Training



Coaching

**Full-time Commitment!**

# Booking & Payment Automation using AI



## ⚠ Challenges

Receives booking requests through **multiple channels** such as WhatsApp, website forms, and manual enquiries.

- Manual verification slows response  
⌚ turnaround
- High dependency on human review for every booking  
⌚
- Fragmented payment confirmation sources cause delays  
⌚
- Scale becomes difficult without expanding headcount  
⌚

## 👥 Project Team



### 2 Week Timeline

## 💻 Technology Stack

Generative AI + Prompt Engineering



WhatsApp / Webhook integration

Payment status API (FPX / Stripe / Gateway)



Python Automation Layer

DB Updating Logic + Dashboard

## 💡 Solution

- AI reads booking requests and extracts required details
- AI checks payment gateway / transaction reference automatically
- AI updates internal system after successful verification
- Customer receives confirmation response instantly (no manual work)

## ↗ Outcome

- ⌚ **75%** Faster booking confirmation turnaround time
- ⌚ **60%** Reduction in manual verification touchpoints
- Automation coverage for **85%** standard booking/payment flows
- ⌚ Sales & Ops team time freed up to focus on revenue and customer activation

## ⭐ Benefits

- Reduce dependency on manpower expansion
- Future scale without additional headcount cost
- Improved customer experience consistency
- Reliable automated revenue capture process end-to-end

# Culture & Engagement AI — Early-Warning System



## ▲ Challenges

Engagement surveys are **infrequent**, so issues are seen too late.

- Feedback review is manual and inconsistent  
(!) (hard to summarise themes)
- No clear hotspot view to prioritise  
(!) teams/locations
- Burnout and attrition risk signals are not  
(!) tracked week-to-week

## ✉ Project Team



2 Week Timeline

## └ Technology Stack

GenAI + Prompt Engineering (summaries, insights)

Team-level Risk Scoring (engagement/burnout indicators)

NLP Sentiment + Theme Clustering (key topics + trends)

Dashboard + API Deployment (FastAPI/Streamlit + Docker)

## 💡 Solution

- Ingest pulse survey scores + open-text feedback (CSV/export)
- Auto-**sentiment**, and what changed week-to-week  
(!) detect**key themes**
- Flag teams with engagement dip / burnout risk indicators (team-level)
- Recommend micro-actions + log interventions in dashboard

## ↗ Outcome

- ⌚ **60%** faster detection of morale dips (weekly vs annual)
- ⌚ **40%** less manual effort to review and summarise feedback
- ⌚ **30%** faster HR response through clear hotspot prioritisation
- ─ One dashboard for HR/Culture/H&S across 14,000+ employees

## ★ Benefits

- Proactive burnout prevention** and wellbeing support
- Better prioritisation for HR/Culture teams (!) (~150 users)
- Consistent interventions with clear next steps + tracking
- Scales across organisation without extra admin headcount

# AI CX Auto Resolution (Multilingual & Intent Routing)



## ▲ Challenges

High-volume inquiries across **multiple language mixes** (English + Bahasa Malaysia + short code abbreviations).

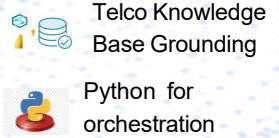
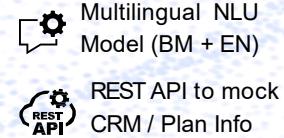
- ❗ High volume repetitive queries (billing, plan info, hotspot usage, roaming)
- ❗ Agents spend time "clarifying" customer intent
- ❗ Multilingual intent mismatch leads to routing errors
- ❗ Manual knowledge lookup slows response time

## ♫ Project Team



2 Week Timeline

## 💻 Technology Stack



## 💡 Solution

- ▲ Pre-train intents for top 10 Telco common CX topics
- ▲ Detect intent + slot parameters (plan type, usage topic, billing period)
- ▲ System generates immediate grounded answer and avoids agent touch
- ▲ If intent confidence low → notify agent with structured summary

## ↗ Outcome

- ↘ Reduction in repetitive Tier-1 agent handling load **75%**
- ☑ Grounded answer accuracy to KB **90%**
- ⌚ Faster first response turnaround time **60%**
- ↗ Agent efforts shift to complex + revenue-driving conversations

## ★ Benefits

- ↘ Lower contact center cost
- ⌚ Faster CX resolution
- 😊 Better customer satisfaction (reduced wait time)
- 🌐 Stable multilingual experience across channels

# Training Effectiveness Tracker (GenAI Skill Progression)



## ⚠ Challenges

SLB wants to ensure employees **actually apply** what they learn.

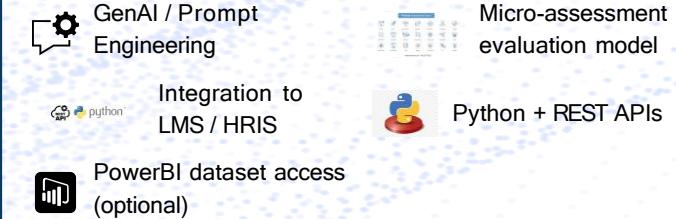
- ① No standardized way to measure "post-training impact"
- ① Self development plans are vague and subjective
- ① Training completed ≠ Skill applied
- ① HR/Learning teams cannot measure competency improvement
- ① No automation on post-training evaluation

## 👥 Project Team



### 2 Week Timeline

## 💻 Technology Stack



## 💡 Solution

- 👉 Pick ONE skill category: GEN AI (Basic)
- 📝 AI generates short micro-scenarios (real-world)
- ☰ AI evaluates quality of employee's response
- 💡 AI gives personalized feedback + recommended skill path
- ➡️ AI dashboard compares pre vs post training progression

## ↗ Outcome

- 📊 **85%** Skills gain becomes measurable
- ↗ Leadership sees adoption curve **75%** after GenAI training
- ⌚ **60%** Reduction in time to identify skill gaps
- ❗ HR/Learning can prioritize who needs reinforcement

## ⭐ Benefits

- 📌 Move from "attendance based training" → **impact verified training**
- ↗ Stronger talent upskilling pipeline
- Better investment decisions for future trainings

# Panel Rating System

<b>Category</b>	<b>Weight Criteria</b>
<b>1. AI Innovation</b>	35 Effective use of AI in Unique Solutions
<b>2. Functionality</b>	25 Features work as intended
<b>3. Live Demonstration</b>	20 Intuitive design, creative approaches, responsive layout
<b>4. Quality</b>	10 MVP to Product potential, Scalability
<b>5. Presentation</b>	10 Clear demo, well-articulated benefits

**Total Score = 100 points**

# Thank YOU!



# Tech Stack – Recommended Best Practices

## Core Development

- Languages: Python, JavaScript (Node.js), TypeScript
- Frameworks: React (frontend), Flask/FastAPI (backend)
- Package Managers: npm / pip

## Data & Storage

- Data Handling: Pandas, NumPy
- Database: PostgreSQL / MongoDB
- Vector DB: Pinecone / Weaviate

## Infrastructure & Deployment

- Containerization: Docker
- Hosting: Bitdeer AI

## AI/ML Tools

- Modeling Frameworks: TensorFlow / PyTorch
- LLMs: GPT API / Claude / LLAMA / Gemma
- Visualization: Streamlit / Plotly / Metabase / Tableau
- CV: Tesseract / YOLO / GPT 4o (Multimodal)
- Recsys: Surprise / LightFM / TorchRec / Azure Personalizer
- Experiment Tracking: MLFlow, LangChain, Weights & Biases

## Collaboration & Workflow

- Version Control: GitHub
- Project Management: GitHub Projects
- CI/CD: GitHub Actions

## UI/UX & Rapid Prototyping

- Design Tools: Figma / Miro
- Component Libraries: Material UI / TailwindCSS

## Best Practices

- Keep it lightweight – choose the simplest tools that meet your needs.
- Reuse templates & starter kits to save time.
- Focus on working prototypes, not perfection.
- Document as you go for smoother collaboration.
- Push code early & often – avoid last-minute merges.