

Nurul Haseena bt Abdul Razak

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SKILLS

Languages & Aptitudes: Python, SQL, OAS, Dataiku, Tableau, PyTorch, FastAI, Tensorflow, Keras, Gradio, OpenCV

Technical Skills: **Regression** (Linear, Multiple-Linear, Logistic, Random Forest), **Classification** (K-NN, SVM, Random Forest, Naïve Bayes), **Clustering** (K-Means, Hierarchical), Deep Learning, Hypothesis Testing, Data Cleaning, Data Analysis, Web-scraping

PROFESSIONAL EXPERIENCE

Etiqua Insurance & Takaful

Risk Analyst, Risk Transformation & Model Management

Bangsar, Kuala Lumpur

Nov 2022 – Present

1. Development of In-house e-KYC solution
 - a) Developed, trained and enhanced the fully in-house e-KYC solution by leveraging on machine learning models and computer vision libraries.
 - b) Developed a biometric matching tool (via Python) for facial recognition and facial similarity check.
 - c) Developed an anti-tampering tool to validate the presence of security features in the NRIC (i.e. myKad logo, security chip position, Malaysian flag etc)
 - d) Built a function to match extracted NRIC via OCR with government database via webscraping.
2. Fraud Analytics
 - a) Led the development of a predictive classification model to proactively identify individuals at high risk of making fraudulent claims, catering to both life and general policyholders to minimize business losses.
 - b) Classify top 10 'good' and 'bad' Etiqa towing partners using PCA of RIDIT scoring method to analyze fraudulent behaviors and support informed decision-making for stakeholders.
3. Cost Analysis
 - a) Analyze roadside assistance trends to identify cost saving opportunities, develop actionable dashboards and track key KPIs for weekly presentation to stakeholders and management.
4. Risk Digitalization Initiatives
 - a) Support Risk teams in digitalization efforts such as automation, building dashboard, AI/ML, web-scraping etc. to foster cross collaboration between teams across RMD and enhance operational efficiency.
 - b) Explore open-source Large Language Model (LLM) to process and summarize business news articles extracted through web-scraping. The goal is to automate the creation of monthly newsletter that highlights the top risks relevant to Etiqa.

KWSP*Executive (Protégé), Digital Experience***Jln Raja Laut, Kuala Lumpur***Nov 2021 – June 2022*

- a) Reporting to head of Digital Experience section.
- b) Responsible of preparing report on i-Akaun statistics, e.g. monthly take-up rate for references of the top management.
- c) Participate in i-Akaun app new feature UAT session and document issues encountered during testing session.
- d) Liase with Marketing department to produce digital content such as copywriting, promotional videos and push notifications.

DATA SCIENCE PROJECT

1. Retailer Credit Scoring System

- Developed a trade credit scoring system for retailers in pharma industry based on the past transactions using **RFM analysis** and **K-Means Clustering**.
- Manufacturing company able to identify group of retailers eligible for trade credit.

2. Malaysian Dessert Classifier

- Built and deployed an image classifier to identify Malaysian desserts using **deep learning**.
- Foreigners unfamiliar with Malaysian dessert can check for food allergen and calories.

EDUCATION

University of Malaya*Bachelor of Physics***Kuala Lumpur***Graduation Date: October 2020*

- CGPA: 3.69
- Dean's Award (Semester 2, 2016/2017 & 2017/2018)

DATA SCIENCE CERTIFICATE

360DigiTMG*Data Science Training Program***Centre of Applied Data Science***Data Star Program***Kuala Lumpur***Date of Issue: 3rd July 2022***Kuala Lumpur***Date of Issue: 14th September 2022*