

# XYEE LAHN

## Senior AI / Machine Learning Engineer

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### PROFESSIONAL SUMMARY

AI/ML engineer with 8+ years building production machine-learning systems across fintech, e-commerce and telecom in Southeast Asia. Specialised in large language models, retrieval-augmented generation and MLOps on private cloud platforms. Strong track record shipping regional language and code-switched NLP, fraud detection and recommender pipelines that serve millions of users.

### PROFESSIONAL EXPERIENCE

#### Lead AI Engineer

Mar 2023 — Present

*Meranti Digital Bank — Kuala Lumpur*

- Built a RAG-based customer support copilot on Bahasa Malaysia and English transcripts, cutting average handle time by 38% across 2.1M monthly conversations.
- Led a team of 6 engineers delivering an LLM-powered KYC and document understanding pipeline, processing 14K applications per day with 99.2% extraction accuracy.
- Designed real-time fraud scoring service (gradient-boosted trees + graph features) on the bank's internal ML platform, blocking RM 42M of fraudulent transactions in the first year.
- Established the bank's MLOps platform on Kubernetes with feature store, model registry, drift monitoring and shadow deployments.

#### Senior Machine Learning Engineer

Jul 2020 — Feb 2023

*Tapir Marketplace Sdn Bhd — Petaling Jaya*

- Owned the homepage personalisation ranker for the SEA marketplace; A/B tests lifted GMV per user by 11.4% and click-through by 17%.
- Built a multilingual search relevance model (Malay, English, Mandarin, Tamil) on a fine-tuned sentence-transformer, improving NDCG@10 by 22%.
- Productionised a near-real-time fraud and abuse detection system on a streaming compute stack, scoring 9K events per second under 80ms p99 latency.

#### Machine Learning Engineer

Aug 2017 — Jun 2020

*Selasih Telco Labs — Cyberjaya*

- Developed churn-prediction and next-best-offer models for a 12M-subscriber telco; reduced post-paid churn by 1.8 percentage points.
- Built the first internal Bahasa Malaysia NER and intent-classification stack used by the IVR and chatbot teams.
- Migrated the analytics workloads from on-prem batch clusters to a managed lakehouse on the company's data cloud, cutting monthly compute spend by 31%.

### EDUCATION

<b>M.Sc. Artificial Intelligence</b>	Tanjung Institute of Technology, Selangor	2015 — 2017
<b>B.Sc. (Hons) Computer Science</b>	Bukit Damar University, Shah Alam	2011 — 2015

### TECHNICAL SKILLS

Languages	ML / AI	Data	Cloud / MLOps	Spoken
Python, SQL, Go, TypeScript	Deep learning, transformers, RAG, gradient boosting, classical ML	Streaming pipelines, batch ETL, feature stores, lakehouse warehousing	Container orchestration, model registry, IaC, CI/CD for ML	English, Bahasa Malaysia, Mandarin, Cantonese

## CERTIFICATIONS & AWARDS

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- Meranti Institute of Applied AI — Certified ML Systems Practitioner (2024)
- Nusantara Cloud Guild — Professional Data Engineer (2022)
- Klang Valley AI Circle — Industry Mentor (2023 — present)
- Tapir Marketplace Star Performer Award — Personalisation team lead (2022)
- Selasih Telco Labs Innovator of the Year — Runner-up (2019)

## SELECTED TALKS & OPEN SOURCE

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- Nusantara DevConf 2024 — "Shipping Bahasa Malaysia LLMs in production".
- KL Machine Learning Meetup 2023 — panel on responsible AI for fintech.
- Maintainer of *tapis-nlp* — internal Bahasa Malaysia tokenisation and NER toolkit, open-sourced under the Meranti Open Source Programme.
- Guest lecturer, Tanjung Institute of Technology — annual MLOps masterclass.

## REFERENCES

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Available upon request.