

## Technology Division

### Data & Artificial Intelligence Department

#### Position: NLP Specialist

##### Job Description:

- Design, develop, and deploy Natural Language Processing (NLP) models to support banking use cases such as customer service automation, sentiment analysis, document processing, and compliance monitoring.
- Build and maintain text classification, entity recognition (NER), topic modeling, and language understanding models for structured and unstructured banking data.
- Develop solutions for automated document processing (loan applications, KYC documents, contracts, transaction narratives).
- Collaborate with Data Engineers to build scalable NLP pipelines for data ingestion, preprocessing, model training, and deployment.
- Work with business teams (Risk, Compliance, Operations, Retail Banking) to translate requirements into NLP-driven analytical solutions.
- Fine-tune transformer-based models (e.g., BERT or similar architectures) for domain-specific financial language tasks.
- Develop multilingual NLP capabilities where required (e.g., local language + English banking documents).
- Evaluate and benchmark NLP models using appropriate metrics (precision, recall, F1-score, accuracy).
- Monitor deployed NLP models in production, perform error analysis, and retrain models to maintain performance over time.
- Ensure NLP solutions comply with data governance, privacy regulations, and responsible AI standards.
- Document model architecture, assumptions, validation results, and limitations to ensure auditability.
- Stay current with advancements in NLP research, transformer architectures, and AI governance frameworks.

##### Preferred Skills:

- Proven experience as an NLP Engineer, Machine Learning Engineer, or Data Scientist with focus on text analytics.
- Strong proficiency in Python and NLP libraries such as spaCy, NLTK, Hugging Face Transformers, or similar frameworks.
- Experience fine-tuning and deploying transformer-based models for domain-specific applications.

- Solid understanding of machine learning concepts including supervised and unsupervised learning.
- Experience working with large-scale text datasets and building data preprocessing pipelines.
- Strong SQL skills for querying and preparing structured data to complement NLP tasks.
- Familiarity with cloud platforms (Azure, AWS, or GCP) for deploying NLP solutions.
- Experience with REST APIs and containerization (Docker) for production deployment.
- Financial services industry knowledge (AML monitoring, fraud detection, customer complaints analysis) preferred.
- Understanding of data governance, model risk management, and responsible AI frameworks.
- Strong analytical and problem-solving skills, especially in handling noisy or unstructured text data.
- Ability to collaborate effectively with Data Engineers, Data Scientists, and Business Stakeholders.
- Detail-oriented, organized, and capable of working under regulatory and operational constraints.
- Growth mindset with continuous learning attitude toward emerging NLP techniques