

Zain Baig

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EDUCATION

University of Houston

Houston, TX

Bachelor of Science in Computer Science

May 2024

- **Relevant Coursework:** Software Design, Fundamentals of Software Engineering, Data Science I/II, Immersive Technology and Spatial Computing, Operating Systems, Database Systems, Introduction to Automata and Computability, Algorithms and Data Structures, Introduction to Computer Networks, Computer Organization I/II/III

EXPERIENCE

Freelance Software Developer

April 2023 – Present

Remote

- Developed an AI-powered FAQ Chatbot using Flask, Python, and NLP, reducing user support emails by over 60% through automated responses to 100+ FAQs; deployed on Heroku for real-time access.
- Created a real-time collaborative Task Manager with React, Node.js, and Firebase, enabling seamless cross-device usage for teams; improved development environment consistency by 40% through Docker deployments.
- Built and maintained CI/CD pipelines using GitHub Actions, reducing deployment times by 30% and ensuring zero-downtime releases for multiple web apps.
- Led agile-style collaboration and GitHub version control for multi-developer teams, reviewing and merging over 50 pull requests to maintain stable production branches.

New Business Processor

June 2021 – December 2023

ManhattanLife, Houston, TX

- Automated premium verification and data entry processes with custom scripts, cutting manual input errors by 35% and processing time by 50%.
- Collaborated with compliance and IT teams to resolve 100+ data inconsistencies, improving reporting accuracy across departments.
- Authored internal documentation and developed tooling, reducing repetitive support tickets by 25% and improving onboarding efficiency for new hires.

PROJECTS & TECHNICAL EXPERIENCE

Task Management System | *React.js, Node.js, Firebase, Docker, AWS, Tailwind CSS*

May 2025

- Developed a responsive, real-time task platform supporting multiple users across devices.
- Improved deployment efficiency by 40% through Docker containerization and AWS hosting.

FAQ Chatbot | *Python, Flask, NLP, Heroku, SQLite*

October 2024

- Built an NLP chatbot answering 100+ FAQs, reducing user support load by 60%.
- Enhanced conversation quality through iterative user testing and logic refinement.

Cougarville Gas | *Node.js, React, MySQL, AWS, HTML/CSS, Jest*

April 2024

- Created a logistics platform handling 50+ weekly fuel orders, streamlining delivery workflows.
- Boosted performance by 20% via SQL query and React optimization.

Coog R Mart | *Node.js, JavaScript, SQL, Azure, Vue.js, HTML/CSS*

November 2023

- Built an inventory management system for over 500 products, supporting live updates and order tracking.
- Reduced deployment errors by 70% through automated CI/CD pipeline on Azure.

TECHNICAL SKILLS

Languages: Python, Java, C, C++, JavaScript, SQL, PowerShell

Web/Cloud: React.js, Node.js, Flask, Firebase, Docker, Kubernetes, AWS, Azure, Google Cloud

Databases: MySQL, PostgreSQL, SQLite

Tools/Frameworks: Git, Jenkins, Pandas, NumPy, Scikit-learn

CERTIFICATIONS & ACHIEVEMENTS

AWS Certified Cloud Practitioner

Expected May 2025