

# Zain Baig

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## EDUCATION & CERTIFICATIONS

<b>University of Houston</b> <i>Bachelor of Science in Computer Science</i>	Houston, TX May 2024
<b>AWS Certified Cloud Practitioner</b>	May 2025

## EXPERIENCE

<b>Freelance Software Developer</b> <i>Remote</i>	Apr 2023 – Present
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- Delivered production-ready tools, including an **NLP** FAQ chatbot and SearchEngineX, supporting over **10,000+** documents with **95%** retrieval accuracy.
- Built and deployed full-stack applications using Flask, React, and SQLite; implemented **CI/CD** pipelines with GitHub Actions, reducing deployment time by **30%**.
- Led version control and code reviews across **50+** pull requests, ensuring code stability and feature completeness.

<b>New Business Processor</b> <i>ManhattanLife, Houston, TX</i>	Jun 2021 – Dec 2023
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- Automated premium verification and data entry workflows, reducing manual errors by 35% and processing time by 50%.
- Resolved 100+ data issues in collaboration with compliance and IT departments.

## PROJECTS & TECHNICAL EXPERIENCE

<b>SearchEngineX</b>	May 2025
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- Designed a modular search engine with an inverted index and BM25 algorithm, achieving **95%** retrieval accuracy across **10,000+** documents.
- Parallelized web crawling and **NLP**-based parsing with spaCy to enhance throughput and reduce latency.
- Deployed React-Flask-Docker stack to AWS with **CI/CD** via GitHub Actions, halving deployment time.

<b>FAQ Chatbot</b>	Oct 2024
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- Cut manual support requests by **60%** with an **NLP** chatbot trained on company FAQs using Scikit-learn and SQLite.
- Streamlined retraining with automated scheduling and modular pipelines, boosting answer accuracy by **35%**.

<b>Cougarville Gas</b>	Apr 2024
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- Built a logistics dashboard and delivery tracking system to manage **50+** weekly fuel orders, reducing manual reporting time by **70%**.
- Improved backend responsiveness by **20%** using query optimization and modular architecture (Node.js, PostgreSQL, Kubernetes).

<b>Coog R Mart</b>	Nov 2023
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- Reduced stockouts by **25%** via real-time inventory tracking and restock analytics powered by C++ microservices.
- Automated infrastructure alerts with PowerShell and streamlined deployment through Azure **CI/CD**.

## TECHNICAL SKILLS

**Languages:** Python, Java, C, C++, JavaScript, SQL, PowerShell, HTML, Bash

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

**Databases:** MySQL, PostgreSQL, SQLite, Meilisearch

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