Zain Baig

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EDUCATION & CERTIFICATIONS

University of Houston — Houston, TX
Bachelor of Science in Computer Science — *May 2024*

AWS Certified Cloud Practitioner — May 2025

EXPERIENCE

Freelance Software Developer — April 2023 – Present
Remote

- Developed an AI-powered FAQ chatbot using Flask, Python, and NLP, reducing support tickets by 60%; deployed on Heroku with SQLite backend.
- Built a real-time Task Manager with React, Node.js, and Firebase, supporting multi-device access and 40% faster deployments via Docker.
- Implemented CI/CD pipelines using GitHub Actions, reducing deployment time by 30% across multiple applications.
- Led GitHub-based version control and code review for teams, merging 50+ pull requests to maintain production stability.

New Business Processor — June 2021 – December 2023
ManhattanLife, Houston, TX

- Automated premium verification and data entry, reducing manual errors by 35% and processing time by 50%; resolved 100+ data issues with compliance and IT.

PROJECTS & TECHNICAL EXPERIENCE

Task Management System — May 2025

- Built a full-stack task manager using React.js, Node.js, HTML, Tailwind CSS, and Firebase for real-time updates; deployed via Docker and AWS with monitoring on Google Cloud.
- Enhanced back-end logic using Java and integrated version control with Git; ensured deployment quality through CI/CD practices.

FAQ Chatbot — October 2024

- Created an NLP chatbot using Python, Flask, SQLite, and HTML, reducing manual support by 60%; hosted on Heroku.
- Refined ML pipeline with NumPy, Pandas, and Scikit-learn; added Jenkins CI and ported key logic into a C microservice.

Cougarville Gas — April 2024

- Developed a logistics app with Node.js, React, MySQL, and HTML/CSS, managing 50+ weekly fuel orders; integrated analytics using PostgreSQL and containerized with Kubernetes.
- Boosted performance 20% via query optimization and modularized components using JavaScript, C++, and Jest testing.

Coog R Mart — November 2023

- Built an inventory system with Vue.js, Node.js, JavaScript, SQL, and HTML/CSS for live product tracking; automated deployments with Azure CI/CD.
- Added real-time stock sync using C++ microservices; scripted health monitoring and alerts using PowerShell.

TECHNICAL SKILLS

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