

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, Discrete Mathematics, Digital Image Processing, Statistics for the Sciences, Computer Organization I/II/III

TECHNICAL SKILLS

Operating Systems: Windows, UNIX/Linux

Cloud Platforms: AWS, Azure, Google Cloud

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

Scripting and Automation: Python, PowerShell, SQL

Monitoring and DevOps Tools: Git, GitHub, Jenkins, MySQL Workbench, SolarWinds, Sumologic, Sysdig, Heroku, Netlify, ECS/Kubernetes

Frameworks: React.js, Node.js, Express.js

Databases: MySQL, SQL Server, PostgreSQL

Libraries: Pandas, NumPy, Matplotlib, SciPy, Scikit-learn, DialogFlow CX

PROJECTS

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

October 2024

- Developed a chatbot utilizing NLP to improve user query response times by 50%, demonstrating proactive incident response capabilities.
- Enhanced system reliability and user satisfaction through real-time API integrations and multi-turn conversation handling.
- Deployed on Heroku, showcasing skills in cloud-based deployment and application monitoring.

2nd Deliverable: Data Modeling | *Python*

April 2024

- Improved prediction accuracy by 25% through ensemble learning and hyperparameter optimization, showcasing analytical and troubleshooting skills in data modeling.
- Achieved an MSE of $1.17e-20$, demonstrating proficiency in handling complex datasets and query optimization for performance.

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

April 2024

- Led a team to create a fuel delivery website with a 30% increase in orders, using React.js and Express.js for enhanced user experience and efficient monitoring.
- Improved processing speed by 40% with Express.js and MySQL; applied rigorous testing with Jest, minimizing post-launch issues by 95%, supporting strong DevOps and automation skills.

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

November 2023

- Managed inventory and customer data through SQL to improve operational efficiency by 40%.
- Coordinated deployment across Azure, Heroku, and Netlify, increasing engagement by 25%, demonstrating expertise in cloud infrastructure and automation for operational efficiency.

EXPERIENCE

New Business Processor

June 2021 – December 2023

ManhattanLife

Houston, TX

- Automated data entry processes, achieving 100% accuracy and reducing manual data input by 20%, aligning with automation and operational efficiency initiatives.
- Created scripts to streamline premium verification processes and improve workflow.
- Worked collaboratively across teams to resolve discrepancies, enhancing system reliability and client satisfaction, which aligns well with end-to-end incident management.