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
- Engineered and deployed full-stack web applications including an FAQ Chatbot and collaborative Task Manager using React.js, Node.js, Flask, and AWS.
- Streamlined real-world deployment workflows with Docker and CI/CD pipelines, reducing environment-specific setup time.
- Integrated Firebase and Heroku to deliver live, interactive demos with robust backend connectivity.
- Led version control and agile-style collaboration on GitHub across small project teams.

New Business Processor   June 2021 – December 2023
ManhattanLife, Houston, TX
- Automated data entry and premium verification processes with custom scripting, significantly reducing manual input errors and processing time.
- Partnered with compliance and IT teams to reconcile data inconsistencies and improve operational accuracy.
- Created internal documentation and tools that reduced repeat support requests and boosted team efficiency.

PROJECTS & TECHNICAL EXPERIENCE

Task Management System | *React.js, Node.js, Firebase, Docker, AWS, Tailwind CSS*   May 2025
- Developed a collaborative task platform for real-time updates across devices via AWS integration.
- Resolved 10+ deployment configuration issues through Dockerization, ensuring consistent environments.
- Designed a fully responsive user interface with Tailwind CSS, enhancing user experience on all screen sizes.

FAQ Chatbot | *Python, Flask, NLP, Heroku, SQLite*   October 2024
- Built an AI-driven chatbot capable of answering over 100 FAQs, significantly reducing manual user support.
- Enhanced conversation flow using multi-turn NLP logic and refined output through user testing cycles.
- Hosted publicly via Heroku for scalable demonstrations and feedback collection.

Cougarville Gas | *Node.js, React, MySQL, AWS, HTML/CSS, Jest*   April 2024
- Designed a fuel delivery management platform that processed 50+ weekly orders post-launch.
- Improved performance by optimizing SQL queries and reducing React component rendering time.
- Achieved better code reliability with unit tests using Jest and IstanbulJS.

Coog R Mart | *Node.js, JavaScript, SQL, Azure, Vue.js, HTML/CSS*   November 2023
- Built and maintained an e-commerce inventory system handling over 500 products.
- Automated CI/CD pipeline deployments on Azure, reducing manual steps by 70% and minimizing downtime.
- Enhanced user engagement by modernizing the UI with Vue.js and responsive design practices.

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