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

TECHNICAL SKILLS

Programming Languages: Python, Java, C, C++,JavaScript, SQL, Powershell
Web & Cloud Technologies: React.js, Node.js, Flask, Firebase, Docker, Kubernetes, AWS, Azure, Google Cloud
Databases & Tools: MySQL, PostgreSQL, SQLite, Git, Jenkins, Pandas, NumPy, Scikit-learn

PROJECTS & TECHNICAL EXPERIENCE

Task Management System | *React.js, Node.js, Firebase, Docker, AWS, Tailwind CSS*   April 2025

- Engineered a collaborative task management application, boosting team productivity by **30%**.
- Optimized deployment efficiency with Docker, decreasing environment-related issues by **40%** improving deployment speed.
- Integrated AWS cloud services, ensuring real-time data synchronization and system scalability.
- Designed a mobile-responsive UI using Tailwind CSS, improving user engagement by **20%**.

FAQ Chatbot | *Python, Flask, NLP, Heroku, SQLite*   Oct 2024

- Developed an AI-powered FAQ chatbot, cutting query resolution time by **50%** and enhancing customer support efficiency..
- Integrated real-time APIs and advanced multi-turn dialogue handling, improving response accuracy.
- Conducted comprehensive user testing, boosting chatbot reliability and user satisfaction.
- Deployed on Heroku, demonstrating expertise in cloud-based application deployment.

Cougarville Gas | *Node.js, React.js, MySQL, AWS, HTML/CSS, Jest*   Apr 2024

- Spearheaded website enhancements, increasing fuel delivery orders by **30%** post-launch.
- Reduced post-deployment issues by **95%** through rigorous unit testing with Jest and IstanbulJS.
- Developed a high-performance React.js front-end, optimizing MySQL database queries to improve load speed by **40%**

Coog R Mart | *Node.js, JavaScript, SQL, Azure, Vue.js, HTML/CSS*   Nov 2023

- Managed inventory systems using SQL, improving efficiency by **40%**.
- Developed an e-commerce interface using Vue.js, increasing user engagement by **25%**.
- Automated deployments through CI/CD pipelines on Azure, improving software delivery speed.

EXPERIENCE

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

- Automated data entry processes, reducing manual input by 20% and achieving 100% accuracy, enhancing operational efficiency.
- Developed scripts to streamline premium verification, improving workflow efficiency and minimizing errors.
- Collaborated with cross-functional teams to resolve data discrepancies, improving system reliability and operational outcomes.

CERTIFICATIONS & ACHIEVEMENTS

AWS Certified Cloud Practitioner   Expected May 2025