



ZUHAIR MERCHANT

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EDUCATION

- Lamar University, Beaumont, Texas GPA: 3.76
Master of Science, Computer Science **May 2026**
- Lamar University, Beaumont, Texas GPA: 3.74
Bachelor of Science, Computer Information Science **May 2024**
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WORK EXPERIENCE

- Department of Computer Science, Lamar University | Operations Research Assistant** **Jun 2024 - Dec 2024**
- Optimizing E-Commerce Scalability and Cost-Efficiency through AWS Cloud Solutions: A Case Study on Building an Online Shopping Platform
 - Exploring how cloud computing, specifically AWS, enables scalable and cost-efficient solutions in the e-commerce industry.
 - Incorporating AWS services like Elastic Load Balancing, EC2, Lambda, and S3 in the project.
 - Researched complex user requests regarding software installation challenges using knowledge base articles and vendor resources, leading to successful resolutions in more than 85% of cases without escalation.
 - The potential of cloud computing in transforming other industries based on insights gained from my platform.

NetBits Systems LLC, Beaumont, Texas

Summer IT Intern **May 2022- August 2023**

- Employee Data Project
 - Developed interactive projects and web forms for 100+ employees using C#, SQL Database, and Visual Studio.
 - Implemented features such as user authentication, data manipulation, and dynamic content generation.
 - Contributed to the enhancement of user experience through intuitive interfaces and responsive Design.
 - AWS Project
 - Automated Customer Support Chatbot Implementation using AWS Lex with 90% accuracy.
 - Developed voice recognition applications for hands-free operation using AWS Rekognition with over 95% accuracy. Also reduced 70% manual input time for hands-free tasks
 - Trained 20 team members on AWS services and application usage.
 - Used AI for data analysis and insights generation.
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SKILLS

- **Amazon Web Services:** [AWS Certified Cloud Practitioner](#), Lambda, Rekognition, Translator, and Lex
 - **Programming Languages:** Java, C#, HTML, CSS, JS, and Python
 - **Coursera Certificates:** [Customer Service Fundamentals](#), [IBM Introduction to Cloud Computing](#).
 - **Google cloud skills boost:** "[Introduction to Generative AI](#)" on Google cloud. • **Google IT Support Professional Certificate** (5 course certificate) on Coursera • **LinkedIn Learning:** [C# Essential Training 1: Types and Control Flow](#).
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HONORS AND SCHOLARSHIPS

- **Senior of Significance** | Awarded Senior of Significance, April 2023
- **President's List** | Achieved President's List, August 2022
- **Dean's List** | August 2019 - 2026
- **Phi Theta Kappa Honor Society** | March 2021