





Ayla Topuz

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Professional Experience

Customer Service Representative | Pioneer Family Pools Apr 2024 – Sep 2024
Burlington, ON

- Answered customer phone calls, actively listened to their concerns, and provided prompt, clear solutions.
- Diagnosed equipment issues and explained technical solutions in an understandable manner, helping customers choose the best products, contributing to sales growth.
- Provided detailed quotes and maintained professional, clear communication through email.

Key Holder/Sales Associate | Ardene Aug 2021 – Sep 2023
Burlington, ON

- Greet customers and deliver excellent customer service and clear communication.
- Manage stock, restocking shelves with new products.
- Responsible for opening and closing the store on a weekly basis.

Projects

Library Database Management System, SQL, PhpMyAdmin

- Developed a comprehensive Library Database Management System using PhpMyAdmin, incorporating member and book management, loan processing, and automated library operations with robust data integrity measures.
- Implemented advanced database features including triggers, stored procedures, scheduled events, and data views to streamline loan handling, maintain borrowing limits, and provide real-time updates on overdue loans.

2048 Game, JS, HTML, CSS

- Developed a browser-based 2048 game using JavaScript, HTML, and CSS, implementing grid-based logic, dynamic tile animations, responsive design, and game-over detection for seamless gameplay.
- Optimized gameplay with efficient state management, ensuring smooth transitions, real-time score tracking, and visually appealing animations for tile movements and merges.

Skills

Programming Languages

- Python, C, Java
- JS, HTML, CSS, SQL
- Assembly, Visual Basic

Languages

- English
- French
- Bosnian

Education

Wilfred Laurier University, 2023 – 2027
Bachelor of Science | Computer Science with Economics Minor Waterloo, ON

Nelson High School 2019 – 2023
French Immersion Certificate Burlington, ON