

# Alec Ames

Computer Science Student and Developer

## EXPERIENCE

### Canadian Tire Financial Services, St. Catharines, ON *Bilingual Customer Service Representative*

JUNE 2020 - PRESENT

- Accommodate 30+ eCommerce customers per day across multiple brands, assisting customers with order and post-order inquiries
- Engage in helpful conversations with customers in both English and French languages

### Elections Canada, Grimsby, ON — *Information Officer*

OCTOBER 2019 - OCTOBER 2019

- Provided necessary assistance to people with disabilities
- Communicated instructions in both English and French to 250+ voters

## EDUCATION

### Honours Bachelor of Science in Computer Science Brock University, St. Catharines, ON — GPA 3.7

SEPTEMBER 2019 - 2024

- **Relevant Courses:** *Artificial Intelligence, Artificial Neural Networks, Software Engineering I/II, Mobile Development, Cybersecurity*
- Achieved highest grade in the course of *Computer Media & Digital Audio*

## APPLICATIONS

### Interactive Timeline for NOTL Museum — *SvelteKit Web Application*

- Collaborated with a team to design and build a web application with SvelteKit and Supabase for the Niagara-on-the-Lake Museum as part of my *Software Engineering II* course
- Successfully deployed to web and application achieved a 5-star rating on the Google Play store

### VoiceNote — *Speech Recognizing Note App for Android*

- Developed and deployed VoiceNote app for Android using Java and Android Studio
- Achieved a 5-star rating on the Google Play store

### SpectrumTool — *Real-Time Audio Processing Application*


- Designed and developed a real-time audio application using Python
- Features spectrum analyzer with recording and DSP effect options

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## SKILLS

### Technical Proficiencies:

- Proficient in Python, Java, JavaScript, C/C++, HTML, and CSS
- Experienced with frameworks such as PyTorch, SvelteKit, and React
- Skilled in using Adobe Suite, audio engineering, and graphic design tools

### Bilingual:

- Fluent in **English** and **French**

### Customer Service:

- Proven experience in delivering exceptional customer service

### Quick Learner:

- Demonstrated ability to acquire new skills rapidly, such as mastering Svelte in one week and creating a portfolio page

### Teamwork and Leadership:

- Strong aptitude for working both independently and collaboratively within a team
- Successfully managed an eight-member software engineering team in a year-long project

## INTERESTS

Artificial intelligence, music - producing and playing, art, hiking, kayaking

## AWARDS

### Dean's Honour List - 2021, 2022

Recognized for academic excellence with an average of 80% or higher in the Faculty of Mathematics and Science.

### Faculty's Choice Award - Brock CSC Game Jam - 2023

Developed a puzzle game in under 15 hours using C# and GameMaker. Voted best game overall.