LAILA EL ATTAR

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Toronto, Canada

PROFESSIONAL EXPERIENCE

AI Operations Specialist **June 2026 – Present**
Opendoor *(Real Estate Tech)*
Toronto, ON, Canada

- Built a utility-activation dashboard with Cursor/Codex to prioritize homes by freeze risk and assign clear owners; helped the team reduce open cases 39% (5,808 to 3,527) in 10 days.
- Automated daily triage of 300+ utility-support requests using Gumloop, Slack MCP, and urgency rules; gave operators a prioritized queue of emergencies, untouched requests, and open cases for follow-up.
- Led a provider directory from discovery to launch, using AI-assisted research and prototyping to bridge engineering and product design; translated findings into database requirements and front-end workflows, centralizing provider instructions and contact methods for operators.
- Created and shared reusable Cursor/Codex skills for application forms and check formatting, cutting form-filling time ~93%, from ~15 minutes manually to ~1 minute with an agent.

Customer Experience (CX) Analyst **January 2025 – August 2025**
Hydro One *(Ontario's Largest Electricity Provider)*
Toronto, ON, Canada

- Analyzed myEnergy Rewards support messages using Excel pivot tables and charts; findings informed website and FAQ improvements that helped reduce support inquiries by nearly 50%.
- Refined surveys with Research & Insights and visualized satisfaction, enrollment motivations, and notification feedback; gave the team customer evidence to guide communications and program decisions.
- Researched customer segments and charted campaign performance, participation, and opt-outs with Marketing; findings guided targeted recruitment and event planning to balance engagement with energy savings.

Software Engineer Intern **May 2024 – December 2024**
IO Industries *(Electronics Manufacturer)*
London, ON, Canada

- Built and shipped a React/Node.js lens compatibility calculator for a problem cited in 30%+ of support inquiries; enabled self-service lens selection for hundreds of customers each month.
- Developed responsive interfaces and REST API integrations with input validation, asynchronous state handling, and unit tests; made the calculator accessible on mobile and desktop with checks for invalid inputs.

Reporter Intern **May 2023 – July 2023**
The Peninsula Qatar *(English-language Daily Newspaper)*
Doha, Qatar

- Interviewed people firsthand and researched their experiences with empathetic listening; translated findings into published culture and society news features for a general audience.

EDUCATION

Bachelor of Arts (Four-Year Program) **September 2021 – June 2026**
Double Major: Computer Science; Media, Information & Technoculture
Western University, London, ON

- GPA: 3.7/4.0; Dean's Honour List ×4
- **Relevant Courses:** Research Methods for the Digital Age, Software Project Management, Databases I, Unstructured Data, Advanced Web Design & Content

Pendo: Becoming an AI-native Product Manager (2026)
Google: Foundations; Empathize, Define & Ideate; Wireframes & Low-Fidelity Prototypes
Electricity Canada: Electricity Fundamentals in Canada (2025)

SKILLS

- **Product Thinking:** Customer research, segmentation, problem framing, prioritization, iterative delivery
- **Communication & Stakeholder Management:** Interviewing, research synthesis, writing, stakeholder alignment
- **AI-Assisted Building:** AI-assisted research, rapid prototyping, operational tools, reusable agent workflows

TECHNICAL SKILLS

- **Programming:** Python, SQL, JavaScript, Java, C/C++, HTML/CSS
- **Tools:** Cursor, Codex, Claude, Gumloop, MCP, Parallel AI, React, Node.js, Figma, GitHub, Docker
- **Data & Analytics:** Snowflake, Power BI, Excel, Qualtrics, MongoDB