

Ong Jia Xun

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EDUCATION

Apr 2023 – Current
(Graduating in May 2026)

Diploma in Business, Temasek Polytechnic

Completed modules in:

- Principles of Management
- Business Technology & Analytics
- Business Economics
- E-Commerce & Digital Marketing
- Business Statistics
- Marketing Fundamentals
- Business Accounting
- Effective Communication

Apr 2021 - Feb 2023

Higher Nitec in Retail and Online Business, Institute of Technical Education

Completed modules in:

- Customer Relation Management (CRM)
- Retail Management
- Digital Integration Marketing
- Data Analytics

Jan 2016 – Oct 2020

GCE 'O' Level Certificate, North Vista Secondary School

SKILLS

Technical Skills

- Excellent skills in creating websites (Site123).
- Great analytical skills for analyzing charts and quantitative data
- Capable to manage activities related to accounts payable and accounts receivable
- Good understanding of live streaming process and setup
- Knowledgeable about creating financial reports and statements
- Competent with data input and form filling utilizing Microsoft Office 365 (Word, Excel, Powerpoint, and Power BI)
- Knowledgeable about creating financial reports and statements

Generic Skills

- Delivering feasible solutions through creativity
- Cooperate and work smoothly in a group setting
- Strong adaptability in time of changes
- Prioritizing tasks and respecting project deadlines
- Active participant in delivering ideas and solutions during brainstorming sessions
- Good leadership skills and able to lead a team in times of struggles
- Excellent Communication Skills (B2B, B2C)
- Inclusivity, ensured all members in project group to participate and speak up and collate ideas as a whole to ensure fairness
- Helped outsource solutions online during internship which streamline project efficiency by 40%

WORK EXPERIENCE

Nov 2022 - Feb 2023

INVADE Pte Ltd, Internship Operations Intern

- Business to Business communication service.
- Outsourcing of vendors for Artbox 2024.
- Backend operations, setting up company products for businesses
- Provided high quality customer service.
- Liaising with multiple agencies concurrently to ensure smooth operation.

Oct 2021 - Nov 2021

Tily Tea Pte Ltd at Boutique Fair Sales Associate

- Ensured that samples and products are available and attractively displayed on the sales floor.
- Provided exceptional customer service by assisting shoppers with product knowledge.
- Demonstrated strong multitasking abilities, including handling transactions, inventory management, and customer enquiries.
- Maintained a clean and welcoming store environment, contributing to a positive shopping experience for all customers.

Oct 2018 - Dec 2018

EVISU at Jewel Changi Sales Associate

- Handling cash floats and POS systems to work readily.
- Ensuring customer enquiries are handled professionally.
- Restocking inventory and updating storefront with new seasons products.
- Able to handle difficult customers with empathy and resolve customers complaints.
- Maintained a clean and welcoming store environment, contributing to a positive shopping experience for all customers.

AWARDS/ACHIEVEMENTS

2022	Sandbox Business Innovation competition by Ngee Ann Polytechnic
2021	Edusave Award for Achievement Good Leadership and Service (EAGLES) 2021
2018	National School Games Finalist 6th runner up
2018	Singapore Youth Olympic 4x100m, Bronze 4x200m, Gold 4x400m, Bronze

CO-CURRICULAR ACTIVITIES

2016 - 2019	Student Council at North Vista Secondary School <ul style="list-style-type: none">- Developed vocal skills and natured confidence through the consistent opportunity of sharing sessions.- Acquired leadership skills by taking responsibilities within the committee members and participating in various events.
2016 - 2019	Member of Track and Field School Team at North Vista Secondary <ul style="list-style-type: none">- Well disciplined and developed perseverance due to the high demand of performance and training.- Learned to work in both group and individual settings.- Acquired importance of time management and task prioritization.

REFERENCES

Available Upon Request