

Ong Xuan Wen Kyla

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EDUCATION

Singapore Management University Aug. 2022 – Dec. 2026 (Expected)
Bachelor of Business Management Singapore

- First Major in Operations Management, Second Major in Technology for Business

EXPERIENCE

Lululemon Nov. 2024 – Present
Part-Time Educator Singapore

- Assisted guests, ensuring satisfaction with purchases & service
- Operated cash registers and handled transactions accurately
- Collaborated with a team of 60, reaching above 100% of our sales targets every week
- Resolved customer complaints efficiently, earning positive feedback and repeat business

Common Man Coffee Roasters Aug. 2023 - Present
Part-Time Server Singapore

- Greeted & seated guests promptly, providing menus & explaining specials
- Took & entered orders accurately into POS system, ensuring timely service

The Adventus Consultants May. 2022 – Jun. 2022
Marketing & UI/UX Intern Singapore

- Designed wireframes, prototypes, & high-fidelity mockups using Figma
- Collaborated with developers & stakeholders to implement design solutions, ensuring a seamless user experience
- Presented sample interfaces to clients
- Contributed to design changes to the company's website and proposal coverpages

LEADERSHIP

Vice President Sept. 2023 – Sept. 2024
SMU Eurhythmix (Hip-Hop Dance Club)

- Led sponsorship efforts for the club, brought in increased funding for events
- In charge of planning events & get-togethers for the club members' welfare
- Planned the club's premier large scale events, such as dance productions and internal competitions

Student Councillor Jan. 2020 – Dec. 2021
Eunoia Junior College

- Spearheaded multiple initiatives to establish EJC's culture and boost student's morale amidst the COVID 19 pandemic

Head of Publicity Jan. 2018 – Dec. 2018
SyNerGiSe Event

- Curated and designed Instagram posts
- Managed synergise2018 instagram account to promote the event

SKILLS & INTERESTS

Programming: Python
Graphic Design: Canva, Figma
Personal Skills: Project Management, Problem Solving, Detail-Oriented, Team Work, Customer Service
Interests: Dance, Coffee