

# 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
- Delivered food & beverages to tables, checking for customer satisfaction
- Maintained a clean & organized dining area, ensuring compliance with health & safety standards

### 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
- Designed the company's website & 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