

## TAN XIN MIN TRIXY

### CONTACT

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### PROFILE

Year 2 student pursuing a Diploma in Business and Financial Technology with practical experience in Python, MySQL Workbench, Excel, Tableau, and web technologies. Strong interest in FinTech operations and technical support, particularly in supporting digital payment systems and merchant onboarding. Seeking an entry-level Technical Support Executive role where I can apply my communication skills, technical understanding, and operational support capabilities.

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### SOFT SKILLS

- Clear and confident communicator with customers and stakeholders
- Customer- focused and service- oriented
- Adaptable and dependable in fast-paced operational environments

### TECHNICAL SKILLS

- Payment & Web Systems: HTML, CSS, JavaScript
  - Data & Reporting: Microsoft Excel, Tableau (dashboards, charts)
  - Programming: Python
  - Databases: MySQL Workbench
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### LANGUAGES

- English - Excellent written and oral communication
  - Chinese - Fair written and oral communication
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### WORK EXPERIENCE

#### Industry Attachment - Banking Operations & Payments Support, OCBC Bank 2026

Supported payment operations and customer enquiries by tracking cases in Excel, assisting with system checks, and coordinating issue resolution, contributing to smoother daily operations and timely service support.

#### ASICS, Serangoon NEX – Part-Time Retail Sales Associate (Jan 2024 – Mar 2024)

Engaged customers to understand needs and recommend suitable products, processed transactions accurately at the cashier, and supported store operations through stock transfers and inventory organisation to ensure smooth daily operations.

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### EDUCATION

#### NANYANG POLYTECHNIC, Yio Chu Kang

Diploma in Business and Financial Technology

*April 2024 - March 2027*

- CCA Executive Committee (2025-2026)

PAYA LEBAR METHODIST GIRLS' SCHOOL (SECONDARY), Lor Ah Soo

*January 2020 - December 2023*

- Prefect (2022–2023)
  - Upper Secondary CCA Executive Committee (2023)
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## **PROJECTS**

### EATWELL- Sustainable Meal Planning Website (2025)

- Developed a web-based e-commerce platform using Python Flask, HTML, CSS, and Bootstrap.
- Created user-facing pages including Shopping, Cart, Payment, and Order Confirmation.
- Implemented product browsing with price, image, and quantity selection.
- Designed an order summary page displaying purchased items and total cost.
- Result: Delivered a functional end-to-end system demonstrating transaction flow, user navigation, and basic payment process understanding relevant to digital commerce platforms.

### Final Year Project - Digital Payments & Merchant Support System (2026)

- Designed and implemented a web-based payment support system using Python, HTML, and CSS.
  - Simulated merchant onboarding, transaction tracking, and issue escalation workflows.
  - Built Excel-based reporting for case tracking and operational monitoring.
  - Result: Strengthened understanding of end-to-end payment workflows, merchant support operations, and issue resolution processes relevant to FinTech operations roles
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## **CO- CURRICULAR ACTIVITIES (CCA)**

Secretary, Zhong Hua Wushu, Nanyang Polytechnic

- Managed attendance records and administrative documentation to support smooth CCA operations.
  - Assisted in planning and coordinating performances and events, ensuring schedules and logistics were organised.
  - Led and supported junior members by providing guidance and helping them adapt to CCA activities.
  - Worked closely with committee members to ensure effective communication and event execution.
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## **AWARDS & CERTIFICATIONS**

- Director's List AY2024/2025 Semester 1
- Director's List AY2024/2025 Semester 2
- IBM SkillsBuild- Cybersecurity Fundamentals
- IBM SkillsBuild- Web Development Fundamentals
- [PCEP-30-02] PCEP- Certified Entry-Level Python Programmer
- Innovation Programme (IvP) 2021 Certificate of Distinction
- Education Merit Award (2022)