TAN XIN MIN TRIXY

CONTACT

+65 9008 4582

trixy.tt@gmail.com

17B Jalan Chye, Kovan

www.linkedin.com/in/trixy-tan-2bb504351

Portfolio: trix22-design.github.io/TAN-XIN-MIN-TRIXY-DIGITAL-PORTFOLIO

PROFILE

Diploma graduate in Business and Financial Technology with experience in Python, MySQL Workbench, Excel, Tableau, and web technologies. Passionate about FinTech operations and technical support, especially in digital payments and merchant onboarding. Seeking an entry-level Technical Support Executive role to apply technical skills and customer-focused communication.

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

LANGUAGES

- English - Excellent written and oral communication
- Chinese - Fair written and oral communication

WORK EXPERIENCE

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

Supported daily payment operations and customer enquiries by tracking and managing cases in Microsoft Excel, assisting with system checks to identify transaction issues, and coordinating issue resolution with internal teams. Contributed to smoother operational workflows, improved response accuracy, and timely service support in a fast-paced banking environment.

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

Engaged customers to understand product needs and recommend suitable footwear and apparel, processed transactions accurately at the cashier, and supported store operations through stock transfers and inventory organisation. Contributed to positive customer experiences, efficient store operations, and smooth daily retail workflows.

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)

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

METHODIST WELFARE SERVICES – Senior Activity Center (Green Tops @ Sims Place), 2023

Actively participated in a student-initiated service-learning project by planning and organising engagement activities for elderly beneficiaries, communicating effectively in English and Chinese to support smooth programme execution and ensure a positive participant experience.

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.

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)