



# ARFA MOHAMED GHOUSE

Residential Status: SPR (Singapore Permanent Resident)

## PROFILE

Aspiring individual who has professional training in administrative tasks, excellent in professional English communication and IT Savvy.

Looking forward to kick start my career in an esteemed organization to professionally grow with my skillset and build a strong career in office management

## EXPERT SKILLS

Professional English Oral & Written  
Project back-office support  
Moderation & Facilitation  
Interpersonal & Time Management  
Operating system: Windows 10  
Office Application: MS Office, Office 365

## CONTACT

PHONE: +65-90408994  
MAIL: [arfag3006@gmail.com](mailto:arfag3006@gmail.com)

## LANGUAGE

English, Hindi, and Marathi

## HOBBIES

Reading, Writing, Travelling, Cooking, Learning Languages & culture of people, Research social media for innovation on lifestyle.

## EDUCATION

### **Diploma in Educational Administration & Management - 2020**

Asian College of Teachers

### **Master of Computer Applications – 2015**

Bharati Vidyapeeth Deemed University, Pune, India

### **Bachelor of Computer Applications – 2013**

Yashwantrao Chavan Maharashtra Open University, Nashik, India

### **Diploma in Computer Technology – 2010**

Maharashtra State Board of Technical Education

## WORK EXPERIENCE

### **VFS Global Singapore – Operations Officer (Temp role)**

Sep 2023 – Feb 2024

Accepting Visa applications, ensuring applications are as per embassy guidelines & has all necessary supporting documents. Entering the data into the portal, Handling payments, Taking biometrics of the customer, Face to face interaction with customers for collection & return of travel documents.

### **Kyndryl (Infinity Computer Solutions Pte Ltd) - Service Desk Engineer**

Nov 2021 – Apr 2022

Level1 IT support for public hospitals in Singapore, On-call agent for supporting critical tasks, managed support through email of collaboration platforms. Documentation of operational issues for future reference.

### **Freelance Writer & Consultant - [English Novels]**

May 2017 – June 2021

Author of The Secret Behind Her Hijab [TSBHH] published in 2017 on Wattpad, support emerging amateur writers on proof reading & consulting, conduct Interviews for expert decisions.

### **SANJEEVAN International School [Computer teaching Assistant]**

June 2019 – Dec 2019

Basic computer education for students from 5 years to 13 years, supported with student affairs, managed class attendance, Organized parent teacher sessions and counsel students on improvement

### **Kamala College Kolhapur - [Administrative Officer]**

July 2015 – April 2017 [Left to pursue Personal Passion]

Support IT dept admin tasks, Managed student admission, Assisted IT HOD & IT Lecturers in preparation of lectures for higher secondary students. Manage the Ledger book - office expense management

## EXPECTATIONS

Salary - Open for Negotiation  
Working Hours - Standard office hours