

Pamela FODJA
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Bilingual internal auditor

A dynamic audit professional with 5 years of experience, work focused and detail-oriented with a positive can-do attitude coupled with the required level of resilience to be able to excel in all business sectors.

Currently, enrolling for the CIA certification with a healthy knowledge of accounting and auditing standards and related risk and control framework, recognized as being a fast learner identifying problems and providing valuable solutions. Ability of performing multiple tasks and meeting deadlines, very well appreciated team member.

Excellent skills in strategic planning, financial analysis and fraud detection. Bilingual (English and French) and effective communication skills.

SKILLS

- Strategic planning
- Operational and strategic risk management
- Budget setting and appraisal
- Time management
- Financial analysis
- Internal control assessment
- Risk assessment
- Fraud prevention and detection
- Effective communication skills
- Audit reporting & compliance
- Compliance
- Microsoft Office (Word, Excel, Powerpoint, Access)

WORK EXPERIENCE

Bilingual Customer Service Representative

AnswerPlus, Toronto

August 2020 - Present

- Accurately collect details for clients in an organized and timely manner
- Resolve customer issues and answer questions by phone, e-mail, and LiveChat
- Take messages, enter orders and process service calls
- Identify and escalate priorities issues

Bilingual Customer Service Agent/Care Professional

SYKES, Toronto

Mar - Jun 2020

- Deliver first class service and customer support, focused on First Call resolution.
- Interact with customers to answer any questions, provide information in response to inquiries, requests about products and services, and do follow up when necessary.

- Educate customers and potential customers on current product features, service offerings, charges and overall product value.
- Offer alternative solutions where appropriate with the objective of retaining customers' business

Operational Auditor

HAPPISOFT, Toronto

Dec 2019-Present

- Determine compliance on all operations, with policies and procedures.
- Assess internal controls and elaborate action plans.
- Review and analyze the budget and the financial statements.
- Proactively resolve audit discrepancies and address vulnerabilities.

Internal Audit Assistant

CamCCUL (Cameroon Cooperative Credit Union League) Ltd.

2015 - 2019

- Attain audit objectives by planning, directing and executing annual and special audits.
- Review work papers and audit files.
- Orientate good decision making by preparing and presenting routine control and audit reports to management and Board of Directors.
- Ameliorate operations by reviewing daily activities carried out by staffs.
- Assist managers in setting the budget for institutions not under our supervision.
- Review/carry out account reconciliation.
- Review and analyze the budget and financial statements.
- Manage and mitigate risks by identifying risk areas followed by proactive corrective measures.
- Identify areas for operational improvement and elaborate action plans.
- Assess internal controls: Identify controls and recognize weaknesses in internal controls.

key achievements

- Managed many fraud investigation projects amongst which I detected a fraud of CAD \$ 33 300 (from bank reconciliation) ; identified and prevented a fraud of CAD \$ 40 000.
- Analyzed the budget setting and realisation of an institution on a three years period, simulated the next three years budget and activity and successfully prevented the institution from huge losses.

EDUCATION

Master's degree in accounting and finance, option: Audit and Control,
University of Yaounde II.

September 2014

Bachelor's degree in Audit and Control, University of Dschang.

October 2012

CIA (Certified internal Auditor) certification ongoing.

LANGUAGES

English: Fluent

French: Fluent