



TUME SOLANGE NGALLA

CONTACT

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Address: Douala, Cameroon

EDUCATION

Catholic University of Cameroon (CATUC Bamenda)

BSc in Accounting,
2013

College Dauphine Fo-Kamga Douala, Cameroon

GCE Advance Level (A/L),
2010

Saker Baptist College Limbe, Cameroon

GCE Ordinary Level (O/L)
2008

SKILLS

- Possess strong analytical and problem-solving skills, with the ability to make well thought out decisions
- Excellent written and verbal communication skills
- Excellent analytical and negotiation skills
- Highly trustworthy, discreet and ethical skills
- Resourceful in the completion of task and effective at multi-tasking in an autonomous manner.

ABOUT ME

Resourceful and detail-oriented professional with extensive experience in operations management, customer service, and financial oversight. Skilled in staff training, inventory control, and problem-solving to drive efficiency and ensure regulatory compliance. Eager to leverage strong analytical and organizational abilities to contribute effectively to a dynamic team in a new role

EXPERIENCE

2021

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Date

Manager

L'ATELIER DE FRANCINE LENTEU, BONANJO DOUALA. CAMEROON

- Determine type of services to be offered and implement operational procedures
- Recruit staff and oversee staff training
- Set staff work schedules and monitor staff performance
- Control inventory, monitor revenues and modify procedures and prices
- Resolve customer complaints and ensure health and safety regulations are followed
- Negotiate arrangements with suppliers for food and other supplies
- Ensures waitresses are working accordingly
- Handles customer complaints
- Cash deposit of daily sales
- Cash control
- Assist in serving the customers
- Makes daily order of all pastries and other products needed

2019

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2021

Manager and Accountant

MGK RESTAURANT YAOUNDE, CAMEROON

- Prepared financial statements for each end of month.
- Control and followed up inventory for drinks and food stuffs, in order to reduce wastage and variances.
- Check food quality and food presentation.
- Train and always ensure the staff on customer service.
- Manage the restaurant generally: staff duty rosters, cleanliness of the restaurant, timely service, handle customer complaints effectively and ensure customer satisfaction.
- Control the cash for daily purchases and savings into the restaurants account.
- Educate the staff on hygiene and physical appearance (dress code).

- Detail – oriented, efficient and organized professional with extensive experience in accounting system and working with auditors
- Advanced proficiency in computer skills (word, power point and excel)
- The ability to work within and under tight deadlines and prioritizing of all tasks
- Commitment to continuous learning and improvement
- The ability to work independently with minimum instruction and supervision
- Financial Reconciliation: Verified and reconciled credit card transactions across multiple outlets.
- Systems Proficiency: Gained additional expertise in MICROS and OPERA for financial reporting and operations.
- Revenue Reporting: Tallied and printed revenue reports for various outlets, ensuring accuracy.
- Front Office Auditing: Generated, reviewed, and corrected reports related to Front Office operations, including necessary reversals.



LANGUAGE

- English
- French

2017 -
2018

CASHIER/HOSTESS

ALOFT PALM JUMEIRAH DUBAI UAE

- Receive payments and present change to Guests
- Manage the register, including all credit card and cash operations
- Ensure a balance of the register at the end of the shift or working period.
- Taking the check to the guests and either getting the payment by cash or credit card or closing the check to the rooms for in house guests.
- Closing the cash sales and reports at the end of the day and dropping the cash with the General Cashier
- Inform customers about available modes of payments
- Assist waiters and servers during rush hours by packing takeaways and leftovers.
- Assist in training some Chinese waitresses with the sequence of service and menu especially as they could'nt speak English

2015
-
2017

CASHIER/HOSTESS

FOUR POINTS BY SHERATON DOWN TOWN DUBAI UAE

- Receive payments and present change to Guests
- Manage the register, including all credit card and cash operations
- Ensure a balance of the register at the end of the shift or working period
- Taking the check to the guests and either getting the payment by cash or credit card or closing the check to the rooms for in house guests.
- Closing the cash sales and reports at the end of the day and dropping the cash with the General Cashier
- Inform guests about available modes of payments
- Tallying and printing outlets revenue reports
- Printing all reports concerned with the Front Office and doing the necessary correction and reversal of wrongly treated entries.
- Reconciliation of credit card transactions of all outlets concerned.