

# KEITH LOUIE, CIA, CFE, MBA

Team and project leader with 20 years of delivering results in finance, government, technology, and telecom industries by executing internal audit and assurance engagements and supporting key audit operations, quality assurance, and training initiatives

## FOCUS AREAS

### Anti-Money Laundering

Customer Identification  
Sanctions Screening  
Suspicious Activity Reporting

### Consumer Protection

UDAAP  
Regulation-E  
Customer Proprietary Information

### Regulatory Compliance

Anti-Spam  
Privacy  
Federal Communications Commission

### Finance & Global Operations

Liquidity Management  
Hedging

### Credit Operations

Risk Management  
Reserve Allocation

### Consumer & Business Operations

Vendor Management  
Ordering, Billing, Error Resolution

## SOFTWARE COMPETENCIES

ACL  
Appian

AuditBoard  
Lotus Notes

ServiceNow  
R

Tableau  
TeamMate

## WORK EXPERIENCE

### Universal Service Administrative Company | 2024 – Present

*Manager of Audit and Assurance [2024 – Present]*

- Manage audits on telecom companies' network and financial operations to ensure proper use of High Cost and E-rate program support received from FCC's Universal Service Fund (\$7 billion disbursed in 2024)
- Supervise 3 direct reports and 1 co-op participant through career development support, semi-annual performance reviews, project management responsibilities and administrative activities
- Conduct quality assurance reviews of completed audit test documentation by internal team members and external consultants to ensure conformance to Generally Accepted Government Auditing Standards (GAGAS)
- Collaborated with division senior director and program management teams to close out 16 audits performed by external consultants while simultaneously leading internal teams to announce 3 audits on time from the 2025 audit plan
- Led audit teams to complete 3 audits from the 2024 audit plan within defined project end dates while receiving positive feedback from audited telecom companies for the team's professionalism and collaboration
- Completed a selective Emerging Leaders training program focused on teamwork and managerial effectiveness
- Identified 10 system functional errors and completed 30 user acceptance tests to support a new audit management system launch
- Awarded division's 2025 second quarter employee of the quarter distinction for fostering a strong team environment, developing strong relationships with audited companies, and completing initiatives beyond primary responsibilities on time

### PayPal | 2017 – 2024

*Internal Audit Manager II [2020 – 2024]*

- Supervised interdisciplinary portfolio of 5+ staff to complete 30 finance, credit risk, and regulatory audit engagements
- Managed performance and career development for 8 junior audit direct reports as a people manager
- Modernized, streamlined, and established global standard operating procedures of up-to-date internal audit practices
- Trained and transitioned Internal Audit department from TeamMate to AuditBoard, increasing audit execution efficiency
- Oversaw AuditBoard functionality, technical support, and access for 220+ users company-wide
- Implemented the Quality Assurance and Improvement Program through vertical and horizontal reviews to ensure compliance with International Practices Professional Framework and the Institute of Internal Auditor's (IIA) standards
- Managed annual risk assessment activities conducted by 8 global internal audit senior management leaders
- Led 45 audit database internal quality assurance reviews and present action items to Chief Audit Executive
- Demonstrated internal operations to fulfill 93 IIA on-site review requests that contributed to a Generally Conforms rating
- Designed and implemented novel responsibilities matrix to define project roles resulting in enhanced team coordination
- Strengthened trust and relationship with credit operations function to improve audit risk assessment and collaboration

*Internal Audit Manager [2017 – 2020]*

- Led PayPal's first legal entity governance reviews in Brazil and Canada to ensure compliance with key regulations and provide accurate financial reporting to local regulators
- Analyzed 6 million customer data to identify 30 unsolicited consumer marketing campaigns, resulting in development of oversight activities to ensure anti-spam regulatory compliance and consumer satisfaction
- Successfully tested 25 loan transactions that resulted in establishment of new SOPs to timely report suspicious activities to the Financial Crimes Enforcement Network

- Identified, validated, and monitored remediation of 20 finance and compliance issues reported through audits
- Performed process design evaluations that increased customer satisfaction through organizational and procedural changes to legal, marketing, and management approval workflow of policy changes in the consumer credit operations
- Received departmental Chief Auditor Award and divisional Bravo award for exemplifying compassionate leadership

## **Cymer, an ASML company | 2015 – 2017**

*Sr. Business Process Analyst*

- Led bi-weekly software development sprints as project manager with external consultants to complete 18 functionality improvements to the company's issue management reporting capabilities in ServiceNow
- Guided 12 process owners to complete risk assessments and process narratives to comply with ISO 9001:2015

## **Cisco | 2014**

*MBA Corporate Quality Program Management Intern*

- Assessed the performance of new software versions adopted by users and identified software improvement opportunities by calculating installation percentages and software defect occurrences on a 12-month average
- Received departmental Cisco Inspiration Award for successfully implementing novel customer-focused processes

## **LiveOps | 2013**

*MBA Business Development Intern*

- Developed new marketing strategies to convert web sales traffic towards voice sales channels to increase annual revenues by approximately \$2.5 million from low-tier clients and \$10 million from high-tier clients

## **Verizon | 2006 – 2013**

*Internal Audit Team Lead [2010 – 2013]*

- Led teams of 5+ staff members to plan, execute, and report on 21 audits within allocated timelines and budget
- Conducted process walkthroughs, identified key risks, evaluated internal controls, held weekly status meetings, and communicated audit results to the key management teams in the sales, legal, marketing, and network divisions
- Reported overpayments of vendor invoices totaling \$2 million to operation executive team, resulting in Verizon recovering the overpaid amount and rebuilding the enterprise third party vendor oversight program
- Developed a task force that allows regional customer service management, IT security, and national sales support teams to align procedures to consistently safeguard customer information stored in ordering and billing systems Guided the national sales support team to merge the responsibilities of retention performance oversight from 15 distinct sales locations into one national function for higher visibility and consistent reporting to senior executives

*Audit Specialist [2008 - 2010]*

- Reduced customer service billing adjustment code inventory by eliminating 20 unused codes to improve customer service response and financial reporting
- Assessed vendor management's adequacy of employment verification and onboarding training completion for 100 employees performing outsourced call center operations in Canada, India, and the Philippines
- Trained 200 audit staff members as part of the on-site annual audit department conference on utilizing Deloitte's Shareholder Value techniques to increase the value of audits with a customer-focused approach

*Senior Analyst [2006 - 2008]*

- Conducted Sarbanes Oxley (SOX) 404 reviews on management's assertion of key capital expenditure and expense reporting controls and communicated results to Ernst & Young's external auditors
- Validated the accuracy of new subscriber quarterly totals in ACL prior to public release by verifying the new subscriber add details with installed service reports obtained from field operations

## **EDUCATION**

### **University of California, San Diego – Rady School of Management | 2015**

*Master of Business Administration (MBA)*

### **Johns Hopkins University | 2006**

*Bachelor of Arts (BA) – Economics, Entrepreneurship and Management*

## **ACTIVE CERTIFICATIONS**

*Certified Internal Auditor (CIA) | 2022*

*Certified Fraud Examiner (CFE) | 2012*