



Christy Gusikowski

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EXPERIENCE

SENIOR AUDIT ANALYST

Detroit, MI

02/2015 – present

- Developing, supporting and evaluating audit findings and communicating practical and cost justified recommendations to management
- Assisting Avon in employing optimal information systems, resources and controls to maximize efficiencies while minimizing risks
- Completing assigned areas within company operations with an emphasis on internal controls, operating efficiencies and compliance with corporate policies
- Preparing comprehensive work papers with supporting documentation
- Writing audit findings in a report format including management actions taken or planned
- Demonstrating the highest standard of quality, objectivity and professionalism
- Assisting team to assemble a report draft for review by management

12/2007 – 08/2014

QUALITY AUDIT ANALYST

Phoenix, AZ

- Provide accurate monthly MI reporting to the CS management team (ie: Client Focus and Breach Reports)
- Provide accurate reporting of audit findings in a manner consistent with the target audience (ie: Client Services Senior Management and Compliance)
- Assist in the development of individual compliance plans for agents that are under disciplinary review
- Maintain accurate records of monitoring outcomes within Quality Management databases, to support robust MI reporting and trend analysis
- Perform periodic 'Quality Review Audits' in line with the agreed approach and quality audit schedule
- Review, summarize, score, and provide standardized reports of audits to call center leadership
- Work with peer group to effectively collaborate on monitoring decisions, to ensure consistency of monitoring standards

07/2001 – 11/2007

AUDIT ANALYST

Philadelphia, PA

- Works with internal audit team in the development of creative, practical, and cost-effective recommendations for improvement
- Manages the work of project-specific teams and provides supervision and direction
- Works with middle to senior management within a business or function to facilitate the identification and resolution of risk issues
- Thoroughly understands and applies technical standards to audit work
- Liaise with internal departments and stakeholders to develop process improvements
- May contribute to the development of audit process improvements
- Systematically collects and provides data in order to develop reports based on the quality monitoring results

EDUCATION

TEMPLE UNIVERSITY

Bachelor's Degree in Value

SKILLS

- Good organizational skills and excellent attention to detail
- Strong interpersonal skills with a capability to work across diverse teams and also an ability to work across virtual teams
- Strong ability to influence / drive change particularly in understanding the systems, processes and data analytics
- Ability to identify key fraud preventative controls and leverage to develop monitoring capability
- Strong attention to detail
- Capability to multi-task activities and provide timely delivery of deliverables
- Strong problem solving and conflict resolution skills with the ability to exercise mature judgment
- Hands-on work style and 'can do' attitude with a strong desire to make things happen
- Able to multitask efficiently and effectively
- Advance proficiency in MS Excel and MS Access