



11805 Pollyanna Ave  
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## Professional Summary:

Dedicated and results-oriented Audit and Compliance Professional with over two decades of experience in crafting and implementing effective audit, compliance, and regulatory programs. Demonstrated expertise in evaluating and enhancing global regulatory adherence, establishing internal policies, and driving operational excellence across diverse business functions. Proven ability in leading comprehensive internal controls, performing risk assessments, and delivering strategic solutions to complex compliance issues. Skilled communicator adept at reporting and interfacing with company leadership and process owners. Brings a broad understanding of business operations and a strong commitment to maintaining high standards of compliance and operational integrity within the GCX organization.

## Professional Experience:

### Everise

*Oct 2019 - Present*

*Tier 3 for Google Device and Services Customer Care*

*Aug 2021 – Present*

- Spearheaded reviews within the Nest Product line, identifying key risks and successfully implementing compliant mitigation strategies.
- Enhanced the quality assurance process, resulting in a 6% increase in QA scores within a year through diligent database maintenance.

- Authored and updated over 12 Knowledge Base articles and 33 canned responses, significantly improving response efficiency for Tier 3 agents in 2023.
- Influenced and contributed to over 24 company-wide policy updates from Aug 2022 to Jan 2024, demonstrating effective cross-functional collaboration and compliance expertise.
- Developed and implemented a multi-level review process with integrated automations, significantly enhancing transparency and accuracy in performance evaluations.
- Collaborated cross-functionally to identify operational risks and implement process improvements, ensuring alignment with compliance standards.

*Subject Matter Expert supporting GE Lighting*  
Oct 2019 – Aug 2021

- Promoted to SME within 8 months, demonstrating expertise in standard operating procedures (SOP) compliance and team development.
- Authored and revised 18 SOPs, improving operational efficiency and adherence to compliance regulations.
- Managed the Knowledge Base for the Support Team, ensuring accurate and up-to-date risk and compliance information.

### **Self-Employed – Entrepreneur/Personal Assistant**

Dec 2015 – Oct 2019

*Entrepreneur*

- Founded and managed an upholstery/furniture repair business. Demonstrated business acumen, customer service skills, and the ability to manage all aspects of a small business.

*Contract Work for Favor Delivery*

- Showcased adaptability and effective time management skills in a dynamic, fast-paced environment.

*Personal Assistant*

- Provided administrative and organizational support to Dr. K.P. Lemoine, Associate-Vice Chancellor within the UT System.
- Demonstrated strong communication skills and the ability to handle confidential information.
- Managed the renovation of his home over the course of 2 years.

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- Saved Dr. Lemoine thousands of dollars in supply cost, labor costs, had a new roof put on the house at no cost to Dr. Lemoine

## **JPMorgan Chase Bank N.A. - West Anderson - Market Office**

*June 2000 – Dec 2015*

*Field Resolution Specialist / Assistant Vice President*

- Reviewed and ensured the internal accuracy of policy and procedural performance across a network of 71 branches, significantly enhancing compliance and operational standards.
- Conducted in-depth research on internal policies and banking laws, staying abreast of changes and ensuring bank-wide compliance.
- Effectively tested and reported on the design and effectiveness of internal controls, leading to improved risk management practices.
- Monitored and reported on remediation plans, ensuring timely resolutions and communication to upper management.
- Reviewed and reported the internal accuracy of policy and procedural performance in an ongoing manner for an assigned branch network consisting of 3 separate markets and 71 branches maintaining the requirement of visiting each branch once a year and then furthermore exceeding that requirement by visiting each branch 2 sometimes 3 times per calendar year..
- Coached and implemented action plans to correct areas of concern found by either myself, FRS Lead, District Manager, or Market Director within the assigned branches.
- Researched internal Policy & Procedure as well as state and national banking statutory laws to remain up-to-date and knowledgeable with changes and areas that may be of concern for the bank
- Tested the design and effectiveness of internal controls by completing systematic and complex review and reporting of business processes both in retail branches as well as through systemic reporting
- Planned and executed branch operational reviews on a daily basis using a risk-based methodology.
- Verified, observed, tested and reported execution in an ongoing and daily basis of the established company controls, policies, and internal processes were being maintained and executed as outlined in company policy & procedures.
- Diligently monitored remediation plans and reports to ensure timely and proper resolution to upper management

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### ***Other Positions Held During Tenure:***

#### *Assistant Branch Manager:*

- Oversaw all branch operations
- Manage the branch teller staff
- Maintained the cash control program for the branch ensuring that the cash levels were within 1% of target.
- Assisted in the day-to-day management of the sales team
- Maintained the employee schedule
- Oversaw 3 remote locations
- New account management review and 2nd day accuracy/documentation completion check ensuring identification was properly documented an
- Responsible for the Internal Controls Program
- Responsible for the bi-annual internal audit by corporate.d privacy accurately maintained.
- Supported the District Manager for internal controls program by going to and reviewing the branches within the district and reporting back on their audit readiness or controls exposure.
- Mentor Assistant Branch Manager for the market and mentored approx. 50-60 Assistant Branch Manager Trainees
- Successfully navigated the Chase/Bank One merger and the Washington Mutual acquisition
- Personally requested by Chase Bank N.A. Branch Administration to assist in the facilitation of 3 separate systems conversion events.

#### *Lead Teller:*

- Supervised teller operations, maintained cash controls, and ensured adherence to operational standards.

#### *Sales&ServiceAssociate:*

- Developed Client Relationships, identified client needs, and provided banking solutions in line with compliance requirements.

#### *Full-Time Teller:*

- Managed customer transactions and upheld banking confidentiality and security protocols.

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## Skills:

- Expert in Compliance and Risk Management
- Proficient in SOX Compliance and Internal Auditing
- Strong Leadership in Project Management
- In-depth Knowledge of Financial Regulations
- Google Sheets Proficiency
- Excellent Problem-Solving and Analytical Skills

## Education and Professional Development:

- Continued education and professional development in areas relevant to compliance and risk management.
- Active engagement in learning platforms and professional courses to enhance expertise in the field.

## Professional Certifications:

- The Bits and Bytes of Computer Networking  
Coursera, Verify at: [coursera.org/verify/ZZ5ULZYP73XR](https://coursera.org/verify/ZZ5ULZYP73XR)
- Operating Systems and You: Becoming a Power User  
Coursera, Verify at: [coursera.org/verify/5UPMFZX7425U](https://coursera.org/verify/5UPMFZX7425U)
- Technical Support Fundamentals  
Coursera, Verify at: [coursera.org/verify/267D5XF8LVX9](https://coursera.org/verify/267D5XF8LVX9)

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