

Dear Management,

I have over 15 years of experience as an internal audit and compliance professional in the for profit and non-profit environment, including 6 years of management experience. During my corporate career, I gained knowledge from multiple functional areas within an organization and provided guidance related to governance, risk management, internal controls, and process improvements to assist an organization with reaching their goals and ensuring compliance with internal policies and procedures and external governing bodies.

I specialize in reviewing processes, policies, and procedures, analyzing data, overseeing operations to ensure efficient and effective processes, and implementing process improvements where necessary. I have strong attention to detail, understand and apply audit methodologies, meet with leadership, and prepare and present to the audit committee. While working as an Internal Audit Manager, I also served as a volunteer board member of the Baltimore Chapter of the Institute of Internal Auditors, facilitating training for continuing professional education credit, communicating with participants, issuing certificates for completed trainings, providing feedback for process improvements, etc. I also volunteered with the Health Plan Alliance Compliance and Audit Committee Roundtable comprised of audit and compliance professionals working for provider owned health plans putting together process improvement and risk mitigation ideas to improve internal controls. In addition to my corporate audit and compliance background, I have performed freelance bookkeeping and accounting services for small businesses using QuickBooks Online, discussing financial results with management, monitor budgets for their business goals, etc.

In October 2023, I voluntarily left my position as an Internal Audit Manager to spend more time with my family. Now that my daughter is getting older, I am interested in spending more time in accounting handling financials for small businesses so they can focus on growing their company.

I look forward to the opportunity to work with you and your team.

Thank you for your consideration,

Patricia Frederick, MBA

410-357-1568

# Patricia Frederick

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## SUMMARY

Experienced and detailed virtual freelance bookkeeper who is a self-starter and quick learner, with 15 years of corporate audit experience performing financial, operational, compliance audits and advisory services.

## EDUCATION

M.B.A – University of Maryland Global Campus, Adelphi, MD

B.S. – Business Administration - Florida A&M University, Tallahassee, FL

## CERTIFICATIONS

QuickBooks Online ProAdvisor Certification

## PROFESSIONAL EXPERIENCE

**Finance 360, LLC**, Hanover, MD

2021 - Current

*Bookkeeper/Accountant*

- Accurately categorize financial transactions and create journal entries when needed, including accounts payable, accounts receivable, payroll, etc.
- Update and maintain the general ledger, ensuring all transactions are correctly posted and organized.
- Monthly reconciliation of bank statements, credit card statements, and other financial accounts to identify discrepancies and resolve in a timely manner.
- Prepare financial reports, such as profit & loss statements, balance sheets, and cash flow statements and discuss with management.
- Create and maintain chart of accounts to ensure financial transactions are accurately recorded.
- Prepare invoices and supporting documents to ensure bills are either paid timely or follow-up on unpaid bills.
- Manage vendor process, collect and file W-9, certificate of insurability, and documentation required by the business owner
- Review, recommend, and develop policies, procedures, and workflows to ensure appropriate internal controls and compliance with financial regulations where applicable.
- QuickBooks Online Setup/Clean-up/Catch-up

**Johns Hopkins University**, Baltimore, MD

2019 – 2023

*Internal Audit Manager*

- Created and presented audit plans, audit findings, risk assessments, reports, and recommendations to senior management and board meetings.
- Perform operational and financial controls audits for multiple lines of business.
- Managed staff performing audits, including workpaper review, coaching, training and development, and performance review.
- Educated leadership about control deficiencies and assisted with development of action plans and recommendations to enhance governance practices.
- Advised senior management on the status of their control environment related to risk identification, control weaknesses, and recommended process improvement.
- Developed audit reports to summarize findings identified during the audit of each line of business.
- Reviewed SOC Report to identify third party vendor relationship gaps and/or weaknesses.
- Performed audit to ensure appropriate process to monitor vendor risk management practices, contract compliance, SLAs, etc.
- Perform audit of third-party billing processes to ensure invoices are appropriately reviewed prior to payment.
- Utilized Microsoft Excel to analyze data and test procedures during an audit or risk advisory consultation.

**Johns Hopkins Health System**, Baltimore, MD

2018 – 2019

*HR Compliance Program Manager*

- Performed in-depth research and audit knowledge to develop, structure and implement the compliance program within the HR department used to provide oversight to each functional area.
- Developed and managed audit plan, compliance monitoring, and process improvement plan and overall program for HR.
- Collaborated with leadership in each functional area in HR to understand their concerns, strategic direction, and any other changes that impact development of the annual audit plan.
- Researched and monitored industry, regulatory changes, HR best practices, and healthcare overall.
- Assisted in researching and reconciling vendor payment discrepancies through resolution.
- Developed and executed accounts payable process to ensure vendor bills were paid timely.

- Prepared and submitted engagement audit reports of results, including recommendations and corrective action plan to improve internal controls and operational processes for efficiency and effectiveness.
- Led the effort in development of Standard Operating Procedures (SOPs) in each functional area to ensure processes and internal controls are clearly documented and defined.

**CareFirst, Inc.,** Owings Mills, MD

2016 – 2018

*Senior Audit and Compliance Analyst*

- Created audit engagement memo, lead audit kick-off and exit meetings to discuss audit objectives, findings, recommendations, and corrective action plan for commercial medical and dental plans.
- Led information gathering sessions with various operational business areas to develop audit plans, evaluate efficiency and effectiveness of controls, business process, and determination of regulatory compliance.
- Performed operational and compliance audits including risk assessments, observations, interviews, detailed testing, documented findings and recommendations.
- Managed regulatory audits by acting as a liaison between corporate external audit, audit firm, and/or the SBU to respond to information request, reviewed documents to determine relevance prior to submission to regulator or audit firm.

**Medifast, Inc.,** Owings Mills, MD

2015 – 2016

*Senior Corporate Auditor*

- Created internal audit testing workpapers to identify the scope of the audit, related risks, test procedures, and audit reports and memos of test results.
- Led regular meetings with management and staff to communicate the progression of the audit and escalate any pertinent information that would directly impact the audit and/or business.
- Performed data analysis to provide useful information to various business channels.
- Reviewed SOC Reports to identify areas of concern to discuss with leadership and vendor.
- Reviewed and approved workpapers for SOX testing of financial controls, including AR, AP, revenue, etc.
- Interviewed and hired candidates for internal audit internships.
- Managed up to 3 audit interns per semester.

**Aetna,** Rockville, MD

2014 – 2015

*Audit Senior Consultant*

- Performed risk identification analysis to assist in the development of the audit plan.
- Worked in partnership with clients to validate testing results, identify control gaps, and recommend process improvements.
- Created clear and accurate documentation of business processes, testing results, and exceptions.
- Performed review of plan documents and provider contract to ensure claims adjudication process was operating effectively.
- Understood procedures and business-related impacts, which are expressed in verbal and written communication, corrective action plan, and audit reports.
- Conducted follow-up meetings to verify corrective action plans were appropriately executed.
- Reviewed vendor contracts to determine whether performance guarantee was met.

**Novitas Solutions, Inc.,** (*a subsidiary of Florida Blue*) Jacksonville, FL; Hunt Valley, MD

2008 – 2014

*Auditor II*

- Led In-House and Field financial and compliance audits on behalf of CMS, for various providers including hospitals, skilled nursing facilities, and renal dialysis centers.
- Interviewed business leaders/SMEs to walk through documentation collected for the audit.
- Prepared and created audit workpapers, document audit objectives, findings, and conclusions.
- Used statistical sampling to evaluate and test client data for reporting, procedural process accuracy, and regulatory compliance.
- Performed detailed testing of reimbursable costs for compliance with CMS guidance and Florida Medicaid.
- Reviewed and approved workpapers, created review points, and provided coaching for up to 4 staff auditors.

**COMPETENCIES**

- Proficient in QuickBooks Online, Microsoft Office Excel, Word, Visio, Adobe, G-Suite, Slack, ClickUp, Asana, Monday, Bill, Zoom, SAP, OnBase, JIRA, Anchor

**AFFILIATIONS**

- Member of Maryland Society of Accounting and Tax Professionals, Member of American Institute of Professional Bookkeepers