

Metro Johannesburg, ZA
South African Citizen
Skype ID: florenceauala
Certified Int Systems Auditor
E: florence.auala@gmail.com
M: +27 82 420 5435 • [LinkedIn](#)

FLORENCE AUALA



Senior Management of IT Audit and IT Services

Distinguished 9-Year Tenure with De Beers • Internal Auditor of the Year for 2012
Dual Expertise in Computer Science (International Diploma) and Business (MBA)
Fluent English, German, and Afrikaans • Basic French and Portuguese

Master IT auditor – originally trained as an IT engineer – intensely curious and analytical. A natural leader, passionate about ongoing personal improvement and professional contribution.

- **Expertise:** As a 9-year IT auditor, knows exactly how to identify weak IT performance and hidden security holes. Takes quick action to stop small discrepancies before they become big problems.
- **Performance:** Consistently ranked as a superior performer by De Beers. Called a “budget hawk” who scrutinizes every detail. Known for highest degree of professionalism, integrity, and objectivity.
- **Leadership Style:** Follows-up potential problems with nearly fanatical persistence, yet well liked by colleagues for a friendly, collaborative, and consultative approach to auditing and problem solving.

AREAS OF EXPERTISE

Computer Science and IT Infrastructure
SAP Governance, Risk & Compliance (GRC)
IT Processes, Risks, and Controls

Diamond Industry
SAP Security
IT Data Analytics

Government, Telecom, and New Media
IT Control Frameworks (COBIT & ITIL)
Analytical Tools & SW (ACL and IDEA)

CAREER FOCUS: CHIEF INFORMATION OFFICER (CIO) CAREER SUMMARY: IT AUDIT AND IT OPERATIONS

DE BEERS GROUP (Oct 2005–Present)

2012–Present	Audit Manager (D3) , De Beers Group Services, Johannesburg (JHB): Led worldwide audit of SAP upgrade project. Advise senior leadership on IT governance.
2010–2012	Senior Internal Auditor (D2) , Auditor of the Year for 2012. Audited De Beers Group Services, JHB: Led first IT Maturity Audit. Improved enterprise-wide IT Maturity level from “1” to “3.”
2009–2010	Internal Auditor (D1) , De Beers / Debmarine Namibia, Windhoek: Discovered some major accounting irregularities. This audit led to new controls that were implemented throughout De Beers Group.
2008–2009	Internal Auditor (D1) , De Beers Group Services, JHB: Led groundbreaking Audit of SAP Authorizations. Dispatched from Namibia to South Africa to IT audit risk for De Beers worldwide.
2005–2008	Internal Auditor (C4) , De Beers / Debmarine: Joined De Beers as internal auditor for Debmarine, Namibia & learned the diamond business (offshore mining, sorting, polishing, and valuation).

NAMIBIA PUBLIC SECTOR (Feb 1999–Aug 2005) • INTERNSHIPS (Mar 1998–Aug 1999)

2002–2005	Assistant Internal Auditor , Namibia Water Corp, Windhoek: Drafted the Internal Audit Charter, conducted audits and led risk-management workshops. Followed-up findings from external IT audits.
1999–2001	System Software Analyst , Office of The Prime Minister, Windhoek, Namibia: Designed and implemented the OPM website. Mitigated “Year 2000” issues as a key member of Y2K project team.
1998–1999	Computer Lecturer , Namibian Institute of IT: Set up SQL Server 6.5. Taught MCSE classes.
1998–1999	Assistant to Trade Attaché , Namibian Embassy, Washington DC: Namibian politics and economy.
1998	Junior Computer Programmer , Worldspace, Washington DC: Lotus Notes, MS Access and Oracle 7.

EDUCATION

Executive MBA, Telecom and New Media, UNIVERSITY OF ST. GALLEN, Switzerland, 2001

Advanced Mgmt Program – M&A, VC, Angel Capital – UNIV OF CALIFORNIA, HAAS School of Business, Berkeley, CA, 2001
Thesis: Development of 3G Services with Case Studies from Africa and Asia

International Diploma in Computer Studies, POLYTECHNIC OF NAMIBIA, Windhoek, 1998

PROFESSIONAL AUDIT EXPERIENCE

DE BEERS GROUP, Various Locations**October 2005–Present***World's leading company for diamond mining and trading • HQ Luxembourg • 20,000 employees and \$6 billion revenue***Promoted to Audit Manager (D3): De Beers Group Services, Johannesburg (JHB) Jun 2012–Present****Promoted to Senior Internal Auditor (D2): De Beers Group Services, JHB Feb 2010–May 2012****Promoted to Internal Auditor (D1): De Beers / Debmarine Namibia, Windhoek Feb 2009–Jan 2010****Promoted to Internal Auditor (D1): De Beers Group Services, JHB Mar 2008–Jan 2009****Internal Auditor (C4): De Beers / Debmarine Namibia, Windhoek Oct 2005–Feb 2008**

Promoted 4 times. Expanded scope from Internal Auditor to IT Audit Manager and built a 9-year reputation at De Beers for honest, accurate, and fair-minded auditing. Acquired comprehensive knowledge company operations and a "sixth sense" for possible waste or corruption.

Promoted to Audit Manager • Current Position (Jun 2012–Present)

Took charge of the IT audit portfolio for De Beers Group Services (GS) and Consolidated Mines (CM). Continually review IT risks and controls, audit IT projects and infrastructure, and advise senior leadership on the status of IT governance.

- **SAP Audit Success:** As head auditor for the SAP upgrade, led all aspects of a worldwide audit and completed this enormous project on schedule.
 - Based in JBH, advised audit teams in every country on a dotted-line basis.
 - Executed a phased approach to – country-by-country – so the lessons learned in "Country A" could be applied to all subsequent audits.
- **SAP Authorization Re-Audit:** After completing the audit for SAP upgrades, re-audited SAP authorizations worldwide – a critically important area for risk-control.

Senior Internal Auditor (Feb 2010–May 2012) • First IT Maturity Audit • Auditor of the Year for 2012

Returned to JHB and led the first audits for "IT maturity" for the worldwide De Beers Group. Also introduced new analytical tools and conducted risk-based audits in IT, HR, supply chain, finance, and security.

- **Led First IT Maturity Audit:** Assessed IT operations and initial findings were worse than expected. Assigned the lowest rating ("1") to most of the IT entities. Board reacted quickly by establishing an IT Steering Committee, which mandated improvement of all IT operations to Level "3" or higher.
 - Survey:** Identified weak processes and devised a comprehensive improvement plan that addressed all problem areas. Hired an IT Process consultant to advise on documentation requirements, KPIs, and a continual-improvement strategy.
 - Actions:** Achieved "Level 3" maturity within 3 years by implementing the plan. Prioritized resources and recommended IT investments. Reported to the Board regularly during upgrade.
- **Introduced New Analytics:** Used ACL software – data analytics package – to assess governance, risk management, and compliance.
- **Conducted Additional Audits:** IT project audits of software implementations, SAP migration to new hosting environment, SAP upgrade, IT security, application controls & clean up of SQL access.

Internal Auditor (Feb 2009–Jan 2010) • Ran Audit That Led to New Controls Across De Beers

Returned to Debmarine Namibia – with expanded scope of audit responsibility – during a restructuring caused by the 2009 financial crash. Surveyed all operations with "fresh eyes." Conducted risk-based audits at head office and on the mining vessels.

- **Key Findings:** Discovered some major accounting irregularities that were quickly analyzed and fixed. The audit led to new financial controls that were implemented throughout De Beers Group.
- **Major Promotion:** Commended for exceptional performance, promoted to Senior Internal Auditor, and returned to De Beers HQ Group in Johannesburg.

Internal Auditor (Mar 2008–Jan 2009) • Led Groundbreaking Audit of SAP Authorizations

Dispatched from Namibia to South Africa to IT audit risk for worldwide family of DeBeers companies. Pinpointed potential problems that had been overlooked, especially following adoption of new standards for De Beers corporate governance (new priorities driven by updates to "King 2" and "King 3" standards). Conducted IT audits, for example: SAP GRC implementation, SAP authorizations, general IT controls, assessment of critical servers, and business continuity.

- **Achieved Cooperation of Operations:** Handpicked for this new assignment based on a consultative working style, independent perspective, and "fresh eyes." Won the cooperation of IT management – and then made rapid progress – by identifying risk areas, offering suggestions and remedies, and allowing time to fix problems prior to presentation of audit findings to the Board.
- **Audited SAP Authorizations:** Conducted the first in-depth auditing of SAP authorizations at De Beers – a potentially high-risk area that had not been adequately explained during past reports to Board. Used IT technical skills & audit experience to vet SAP authorizations thoroughly.

Internal Auditor (Oct 2005–Feb 2008) • Learned the Business of Diamond Mining

Joined De Beers as internal auditor for Debmarine, Namibia (offshore mining, sorting, polishing, and valuation of diamonds). Identified risk in all areas of finance, HR, regulatory compliance, and ops, for example, analyzing the accuracy, profitability, and environmental sustainability of seabed drilling.

PUBLIC SECTOR EXPERIENCE (Feb 1999–AUG 2005)

NAMIBIA WATER CORPORATION, Windhoek, Namibia (March 2002–Aug 2005), Assistant Internal Auditor (C2): Drafted the Internal Audit Charter, conducted audits and led risk-management workshops. Followed-up findings from external IT audits (general IT controls).

OFFICE OF THE PRIME MINISTER, Windhoek, Namibia (Sept 1999–Jan 2001), System Software Analyst: Designed and implemented the OPM website. Ensured that all government websites complied with official style guidelines and standards. Mitigated "Year 2000" issues as a key member of Y2K project team.

NAMIBIAN INSTITUTE OF INFORMATION TECHNOLOGY, Windhoek, NI (Feb 1999–Aug '99), Computer Lecturer: Designed & set up SQL Server 6.5. Taught classes for MS Certified System Engineer (MCSE).

INTERNSHIPS

NAMIBIAN EMBASSY, Washington DC (Sep 1998–Nov 1998), Assistant to Trade Attaché: Followed-up commercial queries – Namibian politics and economy – from tourists & potential investors.

WORLDSPACE, Washington DC (Mar 1998–Aug 1998), Junior Computer Programmer: Designed various email-based programs using Lotus Notes, MS Access, and Oracle 7.

CERTIFICATIONS

SAP Security Consultant • Certified Internal Systems Auditor (CISA), Certificate #1296830

PROFESSIONAL DEVELOPMENT

European Media Law, University of Luxembourg, 2001

SAP Education South Africa, Johannesburg, ZA:

- ADM940 - SAP R/3 Authorisation Concepts
- ADM950 - SAP R/3 Secure SAP System Management
- ADM960 - SAP R/3 Security in SAP System Environment

AFFILIATIONS

Member - Institute of Internal Auditors (IIA)

Member - Information Systems Audit and Control Association (ISACA)

Board Member – ISACA South Africa, 2012–2013