Click on the timeline and make sure audio tracks are enabled or purple.

Turn on Audio Auto Gain.
Click on “Hamburger Menu” in lower left corner of timeline-highlight “Audio Auto Gain” this should enable it leaving a checkmark by the setting.

This will put a faint line in the audio tracks loaded in the timeline

To add a keyframe put the blue cursor on the timeline where you want to make an audio adjustment and press the “N” key on the keyboard. This will add a keyframe. (2 keyframes placed on the timeline will enable you to gradually lower and raise audio)
Now just rest the mouse on the keyframe node and move it up or down to adjust audio levels.