

LATISHA GRADY

BUSINESS OPERATIONS ASSOCIATE

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OBJECTIVE

To leverage my fintech, human resources, HRIS data management, web design, accounting, and sales experiences as your next Operations Associate. I believe the aggregate variety of all my work experiences plus my passion for data integrity and ongoing self-directed learning in business and data analytics tools prepare me for this role.

EDUCATION

B.S. Business Systems

East Carolina University
Summa Cum Laude

Minor: Entrepreneurship

East Carolina University

SKILLS

- Process improvement workflows
- UX Research & Design Operations
- Real Estate Investment Analysis
- Project management
- Bookkeeping
- Problem solving
- Web Design
- Copy writing
- Agile methodology

UX Research & Design Operations Manager

2023-2024 | *Ripple Labs | Fintech | Remote*

Owned UX research & product design team's project workflow and backlog management using Asana and JIRA tools contributing to process improvement. Created and organized research artifact repositories and usability testing question bank to empower product designers to conduct their own usability testing. Owned the vendor on-boarding process which required strong interpersonal and communication skills and liaising between vendors, legal, and team leaders. Developed and manage internal web pages. Initiated and conducted team surveys and meetings to gather requirements to customize or improve workflows as well as for ad hoc projects. Liaison between software engineers, product designers, and executive stakeholders. Organized logistics of team off-site events.

Web Designer & Virtual Assistant

2016-2023 | *Freelance | Small Businesses | Remote*

As web designer, I created digital marketing assets for clients. Interviewed clients to gather design requirements. Recommended, designed, and delivered website solutions. Prioritized and converted client site requirements tasks using Trello project management tool. Performed quality analyst duties like user testing, user feedback, and troubleshooting user problems. As virtual assistant, I supported blockchain, real estate, and wellness business professionals performing online marketing tasks (e.g., CMS, funnels) plus offering general administrative support.

Senior Human Resources Coordinator

2019-2021 | *Moen | Global Manufacturing | New Bern, NC*

Serving 800+ associates, I owned new hire orientations and compliance training leading 1-3 sessions per week. Collaborated with the payroll team leader to generate weekly reports from merging large overlapping HR and payroll data using Kronos, MS Access, Workday, and Excel tools. Owned the reorganization and management of the manual filing system to restore integrity to sensitive HRIS records. IT triage, troubleshooted employee application and log-in problems. Triage employee questions and resolved issues with urgency. Created Workday how-to aids for end-users (e.g. how to access and print out pay stubs). Redesigned employee handbook cover and created the monthly newsletter.

Lead Accounts Payable

2014-2016 | *King Industrial Realty | Atlanta, GA*

Lead accounts payable specialist following GAAP. Responsible for vendor account and relationship management. G/L updates reconciling and paying over 100 invoices per week, conducted bi-weekly broker check-runs, and posted receivables (A/R) weekly.

TOOLS

Most recent tools used are Asana, Excel, Slack, G-Suite, and JIRA. UX research and usability testing tools, e.g., *User Testing, Great Question, Qualtrics, etc.* Previously most used tools are *Workday, Excel, MS Office, and Kronos.* **Note:** Growing passion for data integrity has resulted in ongoing self-directed learning in business and data analysis and related tools like SQL, Pivot Tables, Tableau, etc. Plus working knowledge of various slide, video, and audio presentation tools, digital marketing and analytic tools. Quick study to new software tools.

Lead Accounts Payable

2010-2013 | Prommis Solutions | Foreclosures | Atlanta, GA

Lead accounts payable specialist following GAAP. G/L updates reconciling and processing 100+ vendor invoices for payment per month. Responsible for vendor account and relationship management. Assigned special ad hoc accounting projects. Founding member and treasurer of Prommis Toastmaster Professionals.

Accomplishment: Named Company Social Responsibility Ambassador.

Fraud Analyst

2008-2009 | Bank of America | Kennesaw, GA

Performed advanced customer support responding to and filing customer fraud claims in a high-volume call center environment. Quick critical thinking and judgement used to recognize patterns and respond to fraud alerts. Educated clients on how to protect information, spot fraud, and avoid scams.

Accomplishment: Recognized as Voice of The Customer Customer.

Investment Sales Consultant | Multifamily

2004-2007 | Self-Employed | Atlanta, GA

As an investment sales consultant, I was able to accomplish the following: Initiated, managed, and closed multifamily transactions valued at over \$6M at price points between \$250K-\$2M. I performed market research and investment analysis on properties and created proforma marketing material using industry tools like REIS, Real Capital Analytics, Loopnet, and Costar.

Admin Assistant | Clinical Research Coordinator

2000-2004 | Emory University School of Medicine, Atlanta, GA

Provided executive administrative support to CFO of Neurology Department which included managing calendar, scheduling travel, events, and meetings with team members. Composed minutes, agendas, letters, memorandum, and other documents as needed. **Accomplishment:** Promoted Admin Clinical Research Coordinator.

As clinical research coordinator, I provided administrative support to two renowned Neurology researchers granted to study Deep Brain Stimulation. I owned the patient recruitment process (using internal patient record data). Provided study concierge services to participants including patient arrival support e.g. travel, hotel. Manage study incentive budget and payout.