LATISHA GRADY

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PROFILE SUMMARY

Versatile and collaborative operations professional bringing five years of accounting support experience serving as assistant bookkeeper and accounts payable specialist. Responsibilities included following GAAP to manage company transactions related to vendor payments, e.g., processing invoices, verifying purchase orders, reconciling discrepancies, preparing payments, and maintaining accurate records for G/L entries to ensure accurate and timely payment to vendors while optimizing cash flow and maintaining positive vendor relationships. Also, bring fintech project management experience in role as UX research and design operations specialist, e.g., optimizing workflows for UX/UI teams using project management tools Asana & Jira.

EDUCATION

B.S. University Studies
Core: Business Systems Support
East Carolina University 3.9 GPA

Minor: Business Administration
East Carolina University

Certificate: Entrepreneurship
East Carolina University

SKILLS

- Certified SCRUM Product Owner
- HR-People Operations
- UX Research & Design Operations
- Workflow configuration
- Workflow optimization
- Project coordinator
- Bookkeeping
- Investment Analysis
- Web Design
- Copy writing
- Contract Management

UX Research & Design Operation
Jan 2023-Feb 2024 | Ripple Labs | Fintech | Remote

- Owned the vendor on-boarding process, managing 7-10 vendor relationships
- Designed and implemented workflows in JIRA and Asana, optimizing team productivity and project management efficiency.
- Create workflow dashboards in Jira Kanban, enhancing transparency and collaboration among cross-functional teams.
- Configured Asana to manage project timelines and dependencies, reducing turnaround time for project deliverables
- Contributed to a user-testing question bank to empower product designers to validate UX/UI design assumptions.
- Created team's first research repository using Confluence tool.
- Received training on federal regulations related to global sanctions.

People Operations | Sr. HR Coordinator
Jun 2019-Dec 2021 | Moen| New Bern, NC

- Owned new hire orientations and compliance training leading 1-3 presentations weekly. Assisted with benefit enrollment.
- Owned data integrity in the HRIS, ensuring all employment changes were accurately reflected while maintaining confidential employee records.
- Collaborated with the payroll team leader to generate weekly reports from large data merges of related HRIS and payroll data keys using Kronos, MS Access, Workday, and Excel tools.
- Served as department and IT triage, filtering associate questions and troubleshooting enterprise application and log-in problems.
- Served as front office and administrative support to HR Business Partners.

Web Designer & Virtual Assistant
Jun 2016-Jun 2019 | Freelance | Small Businesses | Remote

- Scoped clients needs to determine design requirements.
- Recommended, designed, and delivered website solutions per requirements.
- Created additional digital marketing assets for clients (e.g. flyers, social posts)
- As virtual assistant, I supported blockchain, real estate, and wellness business professionals performing online marketing tasks (e.g., CMS, funnels) plus provided general virtual office administrative support.

Assistant Bookkeeper
Apr 2014- Jun 2016 | King Industrial Realty | Atlanta, GA

- Lead A/P responsible for vendor account and relationship management.
- Performed G/L updates reconciling and paying over 100 invoices per week, conducted bi-weekly broker check-runs, and posted receivables (A/R) weekly.

T O O L S

Project Management

- Asana
- Atlassian Jira
- Trello

HRIS & Payroll Systems

- Workday
- Onbase
- Kronos

Accounting Systems

- Microsoft Dynamics
- ZIP & Coupa Procurement
- Sage 400
- QuickBooks *(familiar)*

Content Management & Collaboration

- WordPress
- Atlassian Confluence
- Notion
- Slack

Data Management & Analysis

- Microsoft Excel Pivot Tables *(beginner)*
- Microsoft Access SQL *(beginner)*

UX Research & Usability Testing

- Great Question/Tremendous
- Qualtrics
- Newton X
- User Testing , User Interviews, Respondent

Lead Accounts Payable

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

- Lead accounts payable, processed 100+ vendor invoices for payment per month. Responsible for vendor account and relationship management.
- Completed ad hoc accounting projects as assigned.
- Founding member and treasurer of Prommis Toastmaster Professionals.
- **Accomplishment:** Named Company Social Responsibility Ambassador.

Fraud Analyst

Apr 2008- Sep 2009 | Bank of America | Kennesaw, GA

- Received training on federal regulations related to fraud and global sanctions.
- Performed advanced customer support service triaging and processing fraud claims in a high-volume call center environment.
- Quick critical thinking and judgement used to recognize fraud 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.

Real Estate Sales

Sep 2004-Sep 2007 | Self-Employed | Atlanta, GA

- Successfully, initiated, managed, and closed multifamily contracts valued at over $6M at price points between $250K-$2M.
- Performed market research and investment analysis on properties and created proforma marketing material using industry tools like REIS, Real Capital Analytics, Loopnet, and Costar.