

Latisha Grady

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Implementation Consultant | Requirement Gathering | Stakeholder Communication

Versatile and detail-oriented professional seeking to transition my business operations and project support experiences into a software implementation consultant or adjacent role. I offer relevant agile and stakeholder communication skills. Strong writing skills that enable clear translation of business needs into actionable insights to drive decision-making and product development. And sales experience that drives my passion to deliver an exceptional customer or client experience.

RELEVANT SKILLS & TOOLS

Stakeholder Communication

Team & Client Management

Sales/Business Development

Vendor & New Hire Onboarding

Jira, Asana, Confluence, Excel Tools

User & Market Research

Requirement Gathering & Documentation

Process Improvement & Workflow Optimization

RELEVANT WORK EXPERIENCE

UX Research/Design Operations - Ripple Labs

Jan 2023 – Feb 2024 | Industry: Fintech - Blockchain Payment Solutions

- Designed workflows to improve team processes, project timelines, and cross-functional collaboration using Jira and Asana.
- Created and managed a Confluence-based UX research repository for documentation and knowledge sharing.
- Facilitated collaborative team meetings and tracked action items to completion.

Senior HR Coordinator - Moen Global Plumbing

Jun 2019 – Dec 2021 | Industry: Manufacturing

- Managed HRIS data governance, ensuring compliance and process efficiency improvements.
- Partnered with payroll and HR teams to generate reports, merging data from multiple systems (*i.e.*, Kronos, MS Access, & Excel) for stakeholder analysis.
- Led new hire onboarding and training, enhancing team alignment and operational effectiveness.

Freelance Website Builder/Virtual Assistant

June 2016 – June 2019 | Industry: Small Business in Real Estate, Blockchain, Wellness

- Gathered and analyzed client requirements to develop custom WordPress websites.
- Assessed user feedback and usage data to optimize website functionality and UX.

Commercial Real Estate Consultant –Multifamily Sales

Aug 2004 – Sep 2007 | Industry: Commercial Real Estate Sales

- Performed sales/business development tasks (e.g. cold calls, door knocking, follow-up, conduct market/competitor research, active listening to discover and address pain points, prepare and present listing presentations)
- Successfully listed, negotiated, and [closed \\$6M in multi-family real estate transactions.](#)
- Managed communication with multiple business partners/stakeholders to avoid deal breakers. Quick analysis/judgement used to recognize and resolve deal breakers.
- Followed up with clients either verbally or through written communication.
- Recorded/documentated data captured during client interactions accurately.

EDUCATION & CERTIFICATIONS

BS, University Studies (Business Systems Focus) - East Carolina University

May 2022 | 3.9 GPA | Minor: Business Administration | Certificate: Entrepreneurship

Certified Scrum Product Owner - Scrum Alliance (2022 – 2026)

RELEVANT PROJECTS

Role: Business Analyst - [GoGiverrz \(Self-Initiated Passion Project\)](#)

May 2024 – Present | Industry: Church Management Software Solutions

Role: UX Researcher - [East Carolina University \(Senior Capstone Project\)](#)

Jan 2022 – May 2022

ACHIEVEMENTS & OTHER EXPERIENCE

- Improved team workflows and project transparency at Ripple Labs.
- Recognized for process improvement initiatives in HR data governance at Moen.
- Recognized as social responsibility ambassador–A/P at Prommis Solutions.
- Recognized as the voice of the customer–Fraud Analyst at Bank of America.