

Latisha Grady, Integrator & Operations Support

+404.242.6722 · latisha@latishagrady.com · latishagrady.com · [LinkedIn](#) · Wilmington, NC

SUMMARY

Fintech-oriented business operations and data governance professional with experience designing and executing data migration strategies for HR records, standardizing workflows, and supporting regulated financial and product environments. I am AI-literate, compliance and governance-minded, with ability to bridge people, systems, and data across UX, HR, accounting, and real estate operations.

TECHNICAL TOOLS

Data, Workflow & Documentation: Excel, Asana, Jira , Confluence , Notion , Miro | **Systems & Platforms:** Workday HRIS, Kronos, MS Dynamics , Sage 300 | **Design & CMS:** Figma, WordPress | **Collaboration & Productivity:** Google Workspace, Slack | **AI & Automation:** ChatGPT and AI-assisted productivity tools

RELEVANT EXPERIENCE

Ripple Labs — UX Research Operations & Project Support (Contract-Remote)

2023-2024 Industry: Fintech - Blockchain Payment Solutions

- Evaluated and improved internal workflows, dashboards, and process controls using Asana and Jira, increasing transparency and strengthening governance across cross-functional teams.
- Built a centralized internal documentation repository in Confluence to improve audit readiness, reduce redundancy, and ensure consistent access to research records, data, and roadmaps.
- Executed vendor onboarding processes by coordinating with Legal, Accounting, and Security, ensuring control adherence, proper documentation, and internal compliance.
- Led weekly operations meeting, documented action follow-ups, tracked risks and remediation.
- Completed formal BSA/AML compliance training reinforcing regulated-environment controls awareness.

Moen — People Operations Support, New Bern, NC

2019-2021 Industry: Manufacturing

- Led large-scale document migration from a manual legacy filing system into OnBase, designing taxonomy, metadata, and governance standards that improved HRIS data integrity and internal controls across payroll, benefits, and employee records.
- Generated multi-system data reports (Workday, Kronos, MS Access, Excel) enabling stakeholder review of compliance, variances, and operational risk indicators.
- Created documentation, SOPs for role, and system troubleshooting guides improving end-user control compliance.
- Led new-hire onboarding and compliance training ensuring alignment with corporate policies and regulatory requirements.
- Managed vendors and building-access controls (badge issuance), ensuring proper authorization for new hires.

Freelance — Operations & Digital Support (Remote)

2016-2019 Industry: Small Business in Real Estate, Blockchain, Wellness

- Improved workflows, documentation quality, and operational processes for small business clients across multiple industries.
- Supported system administration, content updates, and multi-stakeholder project coordination.

King Industrial Realty — Lead Accounts Payable Specialist, Atlanta, GA

2014-2016 Industry: Commercial Real Estate

- Owned **weekly financial control procedures**, including invoice verification, reconciliation, exception review, vendor validation, and payment authorization workflows.
 - Monitored transaction discrepancies and escalated potential risk issues and irregularities to leadership for resolution and adherence to internal financial controls.
 - Maintained general ledger accuracy supporting internal audits and month-end close processes.
 - Collaborated with internal teams to ensure adherence to internal financial controls.
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EARLY FINANCIAL & RISK EXPERIENCE

Bank of America — Fraud Analyst, Atlanta- GA

Industry: Banking - Risk Operations & Customer Service

- Conducted high-volume transaction reviews, identifying anomalous patterns, escalating suspicious activity, and documenting findings with accuracy and clarity.
- Educated customers on how to protect information, spot fraud, and avoid scams while, accurately, documenting complaints and data captured during call.
- Completed required BSA/AML/OFAC/CFT compliance training as part of fraud operations; reinforcing understanding of regulated environments and risk escalation protocols.
- Recognized as Voice of The Customer Customer.

ADDITIONAL FINTECH EXPERIENCE

Independent – Digital Asset Investor & Community Educator

Industry: Fintech -Cryptocurrency Investments

- Manage a diversified digital asset and Roth IRA portfolio (XRP, BTC, XLM, ADA, gold) using a long-term strategy with a 3X return.
 - Research tokenomics, whitepapers, macroeconomic trends, and regulatory developments (BSA/AML, stablecoins, CBDCs, CLARITY / GENIUS Acts).
 - Speak to local community groups on crypto safety, wallet setup, and blockchain fundamentals.
 - Experienced with Kraken, Uphold, Coinbase, Fidelity, and iTrust Capital platforms.
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EDUCATION

Bachelor of Science, University Studies | East Carolina University (ECU)

Concentration: Business Systems | **Minor:** Business Administration | **GPA:** 3.9