

Latisha Grady, Operations & Compliance Support

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SUMMARY

Operations and compliance support professional with experience in fintech, banking, and enterprise environments. Skilled in organizing documentation, maintaining data accuracy, and coordinating across teams to support structured, process-driven work. Background includes fraud review, onboarding support, and workflow tracking in regulated settings. Known for being detail-oriented, reliable, and able to keep complex processes organized and moving forward.

Currently building familiarity with compliance, audit workflows, and privacy concepts to transition into a Compliance Analyst role.

CORE COMPETENCIES

Documentation Management · Workflow Tracking · Cross-Functional Coordination · Data Accuracy & Review · Risk Awareness · Process Support · Reporting & Organization · Customer & Case Documentation · Vendor Coordination · Task & Project Tracking

TECHNICAL TOOLS

Jira · Confluence · Excel · Asana · Notion · Workday · Kronos · MS Dynamics · Google Workspace · Slack · Figma ·

PROFESSIONAL EXPERIENCE

Ripple Labs — Compliance Aligned Operations & Project Support (Contract-Remote)

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

- Evaluated and improved internal process workflows using Asana and Jira, increasing transparency and strengthening governance across cross-functional teams.
 - Built and maintained centralized document hub in Confluence to help teams access UX research reports, road maps, and other project information to stay aligned
 - Owned vendor onboarding processes which included coordinating with legal and accounting teams to ensure master service agreements were executed with proper documentation in compliance with internal policies.
 - Led and documented meeting notes, tracked action items, and updates to ensure visibility and accountability across projects
 - Completed mandatory BSA/AML training, reinforcing knowledge of regulatory controls and compliance frameworks
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Moen —HR Operations & Data Support, New Bern, NC

2019-2021 Industry: Manufacturing

- Reviewed and corrected data discrepancies in HR systems to improve accuracy of employee records
- Generated reports from multiple systems (Workday, Kronos, Excel) to support internal review and decision-making
- Created SOP for coordinator role and guides to improve consistency in daily operations
- Owned new hire onboarding processes by leading new hire presentations, compliance training modules on conduct and vacation policy while maintaining required documentation
- Managed employee access (badges and systems) to ensure proper authorization

Freelance — Operations & Administrative Support (Remote)

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

- Assisted small business clients with organizing workflows, documentation, and day-to-day operations
- Supported website updates, content management, and coordination across stakeholders

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

2014-2016 Industry: Commercial Real Estate

- Reviewed invoices and supporting documentation for accuracy before processing payments
- Identified discrepancies and followed up with vendors or internal teams to resolve issues
- Maintained organized financial records to support internal tracking and reporting
- Assisted with month-end processes and general ledger accuracy

ADDITIONAL EXPERIENCE

Bank of America — Fraud Analyst, Atlanta- GA

Industry: Banking - Risk Operations & Customer Service

- Reviewed customer transactions to identify unusual activity and potential fraud
- Escalated suspicious cases following established procedures
- Documented case details clearly to support investigation and resolution
- Educated customers on fraud prevention and account security
- 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.

EDUCATION

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

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