

LATISHA GRADY

Business Operations | Process Improvement | Compliance

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PROFESSIONAL SUMMARY

I've solved operations and process problems inside regulated environments for over 20 years — whether that meant reviewing fraud claims and transaction activity at Bank of America, reconciling accounts payable in a foreclosure-processing pipeline, onboarding new hires for a global manufacturer, or vendor onboarding and creating project workflows— for blockchain leader, Ripple Labs, my core skill is operational problem solving. I am seeking to deepen expertise in fintech regulatory compliance, process improvement design, or product implementation.

CORE COMPETENCIES

Compliance & Governance: Documentation · Policy Adherence · Issue Tracking & Escalation · Recordkeeping

Regulatory Awareness: BSA/AML · OFAC · KYC/KYB · SOX · Genius & Clarity Acts governing digital assets

Financial Operations: Accounts Payable (5 years) · Receivables · Reconciliations · Invoice Review & Payments

Business Operations: Process Improvement · Vendor & New Hire Onboarding · Stakeholder Communication

Tools: Claude · ChatGPT · Asana · Confluence · Google Workspace · Notion · Quick study to new tools

BUSINESS OPERATIONS SUPPORT

Continuing Education & Civic Leadership | 2024–Present · Wilmington, NC

- Self-studying trends in digital asset markets, legislation and compliance, utility tokens—familiar with SQL and data analytics rules.
- 2026 candidate for NC House District 18 — policy development, public communications, and coalition-building on a live campaign.
- Post 2024 layoff, maintaining financial stability through rideshare work (Lyft) while seeking FT work.

UX Research & Product Design Operations Support (Contract) | Ripple Labs 2023–2024 · Remote
Fintech · Blockchain Payment Solutions

- Evaluated and created an internal process workflow for UXR projects to improve efficiency and transparency.
- Owned the vendor onboarding workflow for UX research vendors — liaising between legal, accounting, and vendor to ensure the execution of statements of work and master service agreements.
- Built and maintained a centralized document hub in Confluence to help teams access UX research reports, road maps, and other project information for organizational transparency & cross-team collaboration.
- Led and documented meetings, tracked action items, issues, and approvals across multiple stakeholders.
- Managed organized recordkeeping and centralized documentation for audit-readiness.

Full-Time Degree Completion 2021–2023 · Greenville, NC
East Carolina University

- Prioritized completing a Bachelor of Science degree full-time following a family bereavement, returning to the workforce in January 2023.

HR Operations Coordinator | Moen 2019–2021 · New Bern, NC
Global Manufacturing

- Identified data integrity silos and compliance risks across 800 employee records, designed and executed a two-phase remediation plan to reconcile legacy records with Workday and improve operational controls—completing the first phase in six months.

- Lead new hire onboarding and compliance training on codes of conduct while documenting completed training and maintaining required records — consistent with state audit standards.
- Authored standard operating procedures (SOP) for my coordinator role improving operation efficiency.
- Managed facility access controls for 800 +/- employees ensuring proper authorization and maintaining audit-ready records.

Operations & Administrative Consultant (Freelance) | Self-Employed 2016–2019 · Remote

Small Business · Real Estate · Blockchain · Wellness

- Supported small business clients with website administration, digital asset creation, sales funnels, document management, light-bookkeeping, and general administrative support across real estate, blockchain, and wellness industries.

Lead Accounts Payable Specialist | King Industrial Realty 2014–2016 · Atlanta, GA

Commercial Real Estate

- Reviewed invoices and supporting documentation for accuracy prior to payment processing, identifying and resolving discrepancies with vendors and internal teams.
- Maintained organized financial records to support month-end close, GL accuracy, and internal audit trails.
- Owned weekly check runs for vendors ensuring timely payment.
- Cross-trained in accounts receivable, assuming lead bookkeeper responsibilities as needed.

Layoff Prommis Solutions 2013-2014 · Sandy Springs, GA

Mortgage Default Services Foreclosure Processing

- Prommis Solutions filed bankruptcy in May 2013.

Accounts Payable Specialist | Prommis Solutions 2010-2013 · Sandy Springs, GA

Mortgage Default Services · Foreclosure Processing

- Processed high-volume AP invoices — hundreds monthly — from regional newspaper vendors for legally required foreclosure publication notices.
- Reviewed invoices and supporting docs for accuracy, resolving discrepancies with vendors prior to payment.
- Maintained organized payment records supporting internal audit trails and month-end close.

Fraud Analyst | Bank of America 2008-2009 Atlanta, GA

Banking · Risk Operations & Customer Service

- Reviewed customer fraud claims and analyzed transactions to identify unauthorized account activity.
- Documented findings and escalated cases according to established fraud operations procedures.
- Completed required BSA/AML, OFAC, and CFT compliance training and operated within a highly regulated banking environment.
- Recognized as Voice of the Customer for excellence in client service, education, and case resolution.

EDUCATION

Bachelor of Science | East Carolina University | Greenville, NC

University Studies Program · Concentration: Business Systems · Minor: Business Administration

ADDITIONAL EXPERIENCE

Active Digital Asset Investor & Regulatory Tracker 2017–Present · Remote

Fintech · Blockchain · Digital Asset Markets

- Manage a diversified digital asset portfolio with defined risk parameters and rebalancing discipline, treating speculative and core holdings as distinct risk categories. Track regulatory developments shaping markets.