# LATISHA GRADY

## Financial Operations & Compliance

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## PROFESSIONAL SUMMARY

Business operations and compliance professional who understands how documentation, workflows, governance, risk identification, and technology intersect. Skilled at turning disorganized processes into structured workflows and supporting internal controls, risk identification, records governance, and process improvement across fintech, banking, and global manufacturing environments. Experience analyzing bank account activity for patterns distinguishing unauthorized transactions from first-party fraud, identifying discrepancies, reconciling records, and developing sustainable workflows that strengthen accuracy, accountability, and audit readiness.

## KEY EXPERIENCE

**Compliance & Governance:** Records Remediation • Audit Readiness • Documentation • Issue Tracking

**Regulatory Awareness:** BSA/AML • OFAC • KYC/KYB • GENIUS Act (stablecoins) • CLARITY Act (pending)

**Financial Operations:** Accounts Payable (5 years) · Fraud Ops · Reconciliations · Invoice Review & Payments

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

**Tools:** Claude • ChatGPT • Asana • Jira • Confluence • G-Suite • Excel • Quick study to new tools

## BUSINESS OPERATIONS & COMPLIANCE EXPERIENCE

**Campaign Operations Lead & NC House Candidate** | 2025–2026 · Wilmington, NC

*Public Service · Community Leadership*

- Led a grassroots state legislative campaign from inception through Election Day, raising $30,000 through community networking and donor outreach.
- Managed campaign operations, budget tracking, and expense documentation to support campaign finance reporting.
- Coordinated vendors, outreach logistics, communications, and campaign deadlines.
- Conducted legislative policy research and developed public-facing policy positions.
- Delivered public presentations, participated in candidate forums, and engaged community stakeholders.

**Independent Contractor** | Lyft/Uber · 2024–Present · Wilmington, NC

*Transportation*

- Rideshare Operator

**UX Research & Product Design Operations (Contract)** | Ripple Labs · 2023–2024 · Remote

*Fintech · Blockchain Payment Solutions (Role Eliminated/Layoff)*

- Owned the vendor onboarding workflow for seven specialized participant-recruitment firms, coordinating legal, accounting, and vendors to execute MSAs and SOWs so user studies started on schedule.
- 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.
- Migrated dozens of projects and backlog from Excel spreadsheets to Asana workflows, replacing email status updates and cutting missed deadlines.
- Led and documented meetings, tracked action items, issues, and approvals across multiple stakeholders.
- Met all 90-day objectives in 60 days, including taking full ownership of the vendor onboarding workflow.

**Full-Time Student** | East Carolina University 2021–2022 · Greenville, NC

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

- Led a records governance project, identifying filing silos, incomplete files (~15%), and compliance risk across ~800 manual employee records, and prepared thousands of pages for digitization.
- Designed a two-phase digitization plan, approved by leadership, to solve the problem. Phase one included auditing and reconciling the ~800 files against Workday, flagging incomplete files for escalation to the HR business partner for follow-up, and moving inactive files to Iron Mountain for off-site storage.
- Recommended outsourcing phase two file scanning, which required only scanning and quality control; leadership accepted. Completed phase one in six months of the projected 12-month timeline.
- Led new-hire onboarding and compliance training on codes of conduct, documenting completion and maintaining required records.
- Documented daily processes and created an HR Coordinator operating manual.
- Managed facility access controls for all employees, ensuring proper authorization and maintaining audit-ready records.

**Operations & Administrative Support (Freelance)** | Self-Employed 2016–2019 · Remote
*Small Business · Real Estate · Blockchain · Wellness*

- Document management, light bookkeeping, website administration, marketing, and administrative support for small-business clients.

## BANKING & FINANCIAL OPERATIONS EXPERIENCE

**Accounts Payable (5 years)** Atlanta, GA
*Commercial Real Estate · Mortgage Default Services*

**King Industrial Realty** 2014-2016 · Atlanta, GA Lead Accounts Payable Specialist
**Prommis Solutions** 2010-2013 · Atlanta, GA Accounts Payable Specialist

- Reviewed high-volume invoices and supporting documentation, identifying and resolving discrepancies with vendors before payment; owned weekly vendor check runs.
- Maintained payment records supporting month-end close, GL accuracy, and internal audit trails; cross-trained in accounts receivable.

**Fraud Claims Analyst** | Bank of America · 2008-2009 · Atlanta, GA
*Banking · Risk Operations & Customer Service*

- Reviewed customer fraud claims and analyzed account activity for patterns, distinguishing unauthorized transactions from first-party fraud (customers misrepresenting transactions to avoid fees).
- Documented findings and escalated cases to senior fraud investigators following established procedures.
- Recognized as Voice of the Customer for excellence in client service, education, and case resolution.

## ADDITIONAL EXPERIENCE

**Active Digital Asset Investor & Regulatory Tracker** *Remote*
*Fintech · Blockchain · Digital Asset Markets*

## EDUCATION & TRAINING

**Bachelor of Science | East Carolina University | Greenville, NC | Graduation: May 2022**

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

**Continuing Education**
Self-study in digital asset markets and legislation, compliance frameworks (e.g., KYC/KYB/EDD), utility tokens, and data and financial analysis.

**Company compliance training**
BSA/AML, OFAC, and CFT (Bank of America; Ripple Labs)