LATISHA GRADY

Financial and Business Operations

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PROFESSIONAL SUMMARY

Financial and business operations professional with experience in banking fraud claims analysis, accounts payable, compliance support, and process improvement. Skilled in reviewing transactions and documentation, identifying discrepancies, reconciling records, documenting findings, and escalating issues through established procedures. Proven ability to improve workflows and maintain audit-ready records, including reconciling ~800 manual employee records against Workday at Moen; migrating projects from Excel to Asana and managing cross-functional vendor onboarding at fintech company Ripple Labs. Brings a process-oriented approach to risk awareness and operational efficiency.

CORE COMPETENCIES

Fraud & Risk Operations: Fraud Claims Review • Account Analysis • Case Documentation & Escalation
Financial Operations: Accounts Payable (5 years) • Invoice Review • Reconciliations · Month-End Support
Records & Audit Readiness: Records Reconciliation & Remediation • Maintain Audit Trails • Documentation
Tools: Excel • Asana • Confluence • Google Workspace • Workday • Claude • ChatGPT

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.

BUSINESS OPERATIONS 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.

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)

ADDITIONAL EXPERIENCE

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