LATISHA GRADY

Operations | Fintech | Risk & Compliance

Wilmington, NC · +404.242.6722 · latisha@latishagrady.com · latishagrady.com · LinkedIn

PROFESSIONAL SUMMARY

I've solved operations and process problems inside regulated environments for over 15 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 roles with exposure to fintech policy, regulatory compliance, fraud prevention, or product/process improvement around blockchain powered payment infrastructures.

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

OPERATIONS EXPERIENCE

Political Campaign Operations Lead | 2025–2026 · Wilmington, NC

- Strategic planning, project management, budgeting, records documentation, and resource allocation
- Fundraising (raised over $25K), constituent and donor engagement, and relationship management
- Communications, public speaking, and public policy research
- Vendor coordination, outreach operations, and deadline management
- Participant in Braver Angel's Bi-Partisan Citizen's Commission on Immigration

Ride-Share Driver & Self-Directed Continuing Education | 2024–Present · Wilmington, NC

- Post 2024 layoff, maintain financial stability through rideshare work (Lyft/Uber) while seeking FT work.
- Self-study in: digital asset markets, legislation and compliance, utility tokens, data & financial analysis

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

Fintech · Blockchain Payment Solutions (Role Eliminated/Layoff)

- 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.
- Completed required BSA/AML, OFAC, and CFT compliance training governing digital assets.

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.

Prommis Solutions 2013-2014 · Sandy Springs, GA
Mortgage Default Services Foreclosure Processing (Role Eliminated/Layoff)

- 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 (100+) from newspaper vendors for required foreclosure publication
- 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
- 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