LATISHA GRADY

Fintech | Compliance | Business Operations

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PROFESSIONAL SUMMARY

Operations professional who turns disorganized processes into clean records and audit-ready systems. Reconciled ~800 employee records against Workday at Moen; owned vendor onboarding across legal, accounting, and external vendors at Ripple; and led operations for a state political campaign that raised $30K. Background in accounts payable and banking fraud claims review with BSA/AML, OFAC, and KYC/KYB regulatory awareness.

CORE COMPETENCIES

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) · Receivables · Reconciliations · Invoice Review & Payments

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

Tools: Claude • ChatGPT • Asana • Confluence • G-Suite • Workday • Onbase • Quick study to new tools

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.
- Participated in Braver Angels' Bipartisan Citizen's Commission on Immigration.

Independent Contractor | 2024–Present · Wilmington, NC

Transportation · Rideshare (Remote)

- Rideshare contractor (Lyft/Uber), providing flexible income alongside campaign work and seeking work in alignment with career goals

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

Fintech · Blockchain Payment Solutions (Role Eliminated/Layoff)

- Took over UX research vendor onboarding workflow which included: coordinating legal, accounting, and vendors to execute MSAs and SOWs for specialized participant-recruitment firms, which freed the manager to focus on research design and user studies could start on time.
- 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.
- Completed 90-day OKR performance plan in 60 days and BSA/AML, OFAC, and CFT company compliance training.

Full-Time Student 2021-2023 · Greenville, NC

East Carolina University

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

- Identified filing silos, incomplete documentation (~15% of files), and compliance risk across ~800 employee records and designed a two-phase, 12 month remediation plan adopted by HR leadership.
- Audited and matched every paper file with Workday for digitization (phase one). Completed phase one in six months–half of the 12-month deadline. Recommendation for phase two (outsource file scanning) was accepted by leadership to prevent further interruption of daily HR Coordinator duties.
- Led new hire onboarding and compliance training on codes of conduct while documenting completion and maintaining required records — consistent with state audit standards.
- Created a standard operating manual for my coordinator role improving operational efficiency.
- Managed facility access controls for all employees ensuring proper authorization and maintaining audit-ready records.

Operations & Administrative Assistant (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.

BANKING OPERATIONS & ACCOUNTING SUPPORT EXPERIENCE

Fraud Analyst | Bank of America Atlanta, GA
Banking · Risk Operations & Customer Service

- Reviewed customer fraud claims and analyzed account activity for patterns, distinguishing unauthorized transactions from first-party fraud.
- Documented findings and escalated cases to senior fraud investigators following established 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.

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

King Industrial Realty | Lead Accounts Payable Specialist
Prommis Solutions | Accounts Payable Specialist

- Reviewed high-volume invoices and supporting documentation, 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.

EDUCATION

Bachelor of Science | East Carolina University | Greenville, NC

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

Continuing Education
Self-study in digital asset markets and legislation, compliance frameworks, utility tokens, and data and financial analysis.

ADDITIONAL EXPERIENCE

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