LATISHA GRADY

Business and Financial Operations

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PROFESSIONAL SUMMARY

Business operations professional with experience supporting financial processes, enterprise systems, and workflow improvement across fintech, banking, and global manufacturing environments. Brings five years of accounts payable experience, including invoice review, payment processing, reconciliation, and discrepancy resolution, along with experience coordinating project and vendor workflows, improving system-based processes, and maintaining accurate records and documentation to improve data integrity. Skilled at translating operational needs into structured workflows, collaborating across business and technical teams, and improving process efficiency, data accuracy, and accountability.

KEY EXPERIENCE

Financial Operations: Accounts Payable (5 years) • Invoice Review • Reconciliation • Payments • Documentation

Business Operations: Workflow Improvement • System-Based Process Support • Workday • Excel

Project & Vendor Operations: Onboarding • Issue Tracking • Cross-Functional & Stakeholder Communication

Process & Records Governance: Design • Reconciliation • Audit Readiness • Documentation • BSA/AML Aware

Tools: Claude • ChatGPT • Asana • Jira • Confluence • G-Suite • Adaptability to new systems and 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.

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

Independent Contractor | Lyft/Uber · 2024–Present · Wilmington, NC
Transportation · Rideshare Driver

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, asset tokenization & legislation developments, data and business analysis, compliance frameworks (e.g., KYC/KYB/EDD).
Company Compliance Training: BSA/AML, OFAC, and CFT (Bank of America and Ripple Labs)