

LATESHA COOPER

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Professional website: <https://latesha.myskillbid.com>

TARGET POSITION

Executive Director - Appraisal Subcommittee, Federal Financial Institutions Examination Council (FFIEC)

PROFESSIONAL SUMMARY

Operations and community outreach professional with 20+ years of combined experience in small-business ownership, personnel supervision, volunteer and program coordination, administrative operations, and community partnerships. Experienced in assigning work, training and coaching employees, reviewing sales and expense information, maintaining records, evaluating service priorities, communicating with stakeholders, and improving procedures. Brings evidence-based decision-making, staff development, written communication, and attention to accuracy to people-centered organizations.

EXECUTIVE-RELATED CORE COMPETENCIES

Operational Planning and Evaluation | Administrative Functions | Revenue and Expense Review | Staff Recruitment and Performance Management | Volunteer Coordination | Stakeholder Engagement | Vendor Relations | Scheduling and Resource Allocation | Program Records and Documentation | Process Improvement | Problem Solving | Strategic Thinking | Interpersonal Communication | Human Capital Management

AI, DIGITAL LITERACY AND RESPONSIBLE TECHNOLOGY

Digital and quality-review strengths: Microsoft 365 (Word, Excel, Outlook, PowerPoint and Teams); electronic recordkeeping; research and source comparison; written-content review for relevance, clarity and accuracy; structured documentation and confidentiality.

AI professional-development focus: Generative AI literacy, prompt design, AI-assisted report drafting, human-in-the-loop output review, fact-checking, and responsible use of sensitive information. Learning interests are not presented as earned certifications or verified tool proficiency.

REPRESENTATIVE LEADERSHIP EXPERIENCE

- Human capital management: Recruited employees, checked education and license qualifications, scheduled and coached staff, evaluated performance, and resolved workplace concerns.
- Financial and administrative operations: Managed day-to-day business accounting and reviewed revenue, expenses, sales trends, inventory needs, purchasing priorities, and vendor relationships.
- Planning and evaluation: Coordinated volunteer schedules, orientation and support programs, training sessions, program information, and updated procedures.
- Communication and partnerships: Supported members and visitors, maintained community relationships, addressed concerns, and coordinated outside business contacts.

PROFESSIONAL EXPERIENCE

COMMUNITY OUTREACH COORDINATOR | Friendship Memorial Baptist Church, Richmond, VA

January 2014 - April 2026 | Hours per week: [Confirm before submission]

- Managed orientation and support programs for new members and visitors, coordinating participant communication and service access.
- Organized volunteer schedules, training sessions, program data, and digital records to support consistent service delivery.
- Built relationships with community partners to improve access to resources and encourage participation.

- Updated procedures and documentation to improve accessibility, clarity, and community engagement.

OWNER / OPERATOR | Xtremly Xclusive Nails and Hair

October 2003 - December 2014 | 40-60 hours per week

- Founded and operated a customer-service business, overseeing staffing, scheduling, bookkeeping, marketing, inventory, and daily operations.
- Set service and staffing priorities; assigned work, recruited personnel, verified licenses, maintained employee records, and prepared schedules.
- Established performance goals, evaluated work quality, coached employees, and resolved customer and employee concerns.
- Reviewed sales and expense information, product offerings, inventory levels, vendor relationships, and purchasing requirements to guide operational decisions.
- Managed confidential business and personnel information while addressing competing service requirements and operational problems.

EDUCATION AND PROFESSIONAL DEVELOPMENT

The University of Alabama: Bachelor of Social Work - Enrolled for Fall 2026.

Calhoun Community College: Associate in Science, awarded 2026; General Studies with Pre-Nursing coursework. Summa Cum Laude; Phi Theta Kappa Honor Society.

Fayetteville Technical Community College: Business Administration and Human Resource Management coursework, 2020-2021; Honor Society Member.

PROFESSIONAL CERTIFICATIONS AND LICENSES

Phlebotomist Certification - Calhoun Community College (2023).

Cosmetology / Hair Design Certification and License - Virginia School of Hair Design (2002).