

LONNA EDMOND, PMP

AI OPERATIONS & BUSINESS SYSTEMS STRATEGIST

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PROFESSIONAL SUMMARY

AI operations and business systems strategist with 8+ years turning manual, scattered business processes into clean workflows, dashboards, automations, and AI-assisted systems. PMP-certified and hands-on across Google Cloud, Google Apps Script, React/Next.js, Python/FastMCP, Looker Studio, Make, Zapier, QuickBooks Online, and the modern LLM stack. I find the messy parts of a business and rebuild them into source-of-truth systems and leadership-ready reporting that save time, reduce manual labor, and improve operational visibility — turning real pain points into requirements, automation, and decision-support tools.

CORE COMPETENCIES & TECHNICAL SKILLS

AI & Automation — Prompt engineering, agentic workflow design, AI adoption & use-case planning, AI-assisted QA, human-in-the-loop design, AI workflow & dashboard auditing, responsible AI, ChatGPT, Claude, Gemini, Microsoft Copilot, Make, Zapier

Business Systems & Transformation — Process improvement, workflow redesign, requirements gathering, stakeholder translation, SOP development, source-of-truth architecture, change management, digital transformation, operational readiness

Dashboards, Data & Reporting — Google Sheets architecture, Apps Script, Looker Studio, automated reporting pipelines, project scorecards, KPI tracking, exception reporting, Daily Intelligence Briefs, Weekly Business Reviews, QuickBooks Online (A/R aging, billing readiness, retainage)

Development & Cloud — React, Next.js, TypeScript, JavaScript, Python, FastMCP, REST APIs, webhooks, HTML/CSS, GitHub, Vercel, Google Cloud & Cloud Shell, CLI workflows, deployment & live-site QA

Platforms & Project Delivery — PMP, Agile, Scrum, Waterfall, SDLC, UAT/QA; HubSpot, Salesforce, Airtable, AppSheet, Notion, Monday, ClickUp; Microsoft 365 & Copilot; Samsara, VisionLink, BambooHR, Slack

PROFESSIONAL EXPERIENCE

Technical Operations Manager — Digital Logistics & AI Systems

Jun 2023 – Present

SUNBELT SPORTS | Auburn / Atlanta, GA

- Architected the Sunbelt Sports Command Center — an internal operations dashboard centralizing active jobs, schedules, field reports, equipment, rentals, weather risk, billing readiness, and project health for leadership decision-making.
- Built a 28-tool Python/FastMCP AI server for AI-assisted querying of internal business data, with source-freshness checks, audit visibility, structured tool access, and safe operational retrieval.
- Created automated reporting pipelines (Google Sheets, Apps Script, Gmail/HTML) powering Daily Intelligence Briefs, Weekly Business Reviews, and missing-data alerts — replacing hours of manual leadership reporting.
- Designed AI dashboard-audit prompt frameworks that validate live-site accuracy, data quality, UX, and whether each tool actually answers the business question.
- Built rental and equipment auto-sync workflows pulling email and CSV data into live Google Sheets tabs (hourly triggers, Gmail search, CSV parsing) for usage-hour and rental-exposure visibility.
- Built project scorecards and job-health dashboards surfacing stale updates, missing reports, billing signals, and equipment risk; delivered tools using React, Next.js, Python, APIs/webhooks, GitHub, and Vercel.

Founder & Digital Operations Director

Aug 2020 – Jan 2023

AVIA'S LOCS | Atlanta / Lilburn, GA

- Founded and scaled a service business to 140+ active clients through digital marketing, online booking, brand strategy, and retention workflows.
- Designed the full digital operating system — website, booking flow, CRM-style client tracking, customer communication, content workflows, and analytics.
- Used analytics, A/B testing, and customer feedback to improve the client experience and grow repeat bookings.

Project Lead & Operations Manager

Feb 2022 – May 2023

RITE RUG FLOORING | Alpharetta, GA

- Managed delivery across 50+ builder account segments — schedules, budgets, vendors, stakeholders, and issue resolution.

- Uncovered \$100K in savings through vendor audits, process oversight, and review of operational inefficiencies.
- Standardized reporting templates, escalation workflows, and operational follow-up to improve visibility across active accounts.

Technical Project Coordinator — Instructional Systems Design

Dec 2018 – Oct 2020

AT&T | Atlanta, GA

- Coordinated enterprise training-site launches, QA/UAT reviews, and content readiness for large-scale learning and operations systems.
- Built front-end UI components (HTML/CSS), interactive guides, and structured digital content for enterprise users.
- Managed timelines, defect tracking, and stakeholder feedback across SDLC, UAT, QA, and documentation workflows.

EDUCATION & CERTIFICATIONS

M.S., Digital Marketing | Western Governors University 2024

B.B.A., Project Management | American InterContinental University 2020

Certifications: Project Management Professional (PMP) — PMI • Google Analytics Certified • HubSpot Certified

Languages: English (Native) • Haitian Creole (Fluent)