

LONNA EDMOND

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Implementation Lead | Business Systems | AI Adoption & Workflow Automation | PMP

PROFESSIONAL SUMMARY

PMP-certified implementation leader with 7+ years of experience delivering end-to-end software implementations, business systems, and AI-enabled workflow automation. I own the full lifecycle: discovery, requirements gathering, solution design, configuration, integration, testing (QA/UAT), go-live, training, and user adoption. I've led implementations from scratch on a limited budget, integrated multiple third-party SaaS platforms into a single source of truth, and replaced manual reporting with automated dashboards used daily by executives. I partner with executives, operations teams, and end users to turn business needs into systems that people actually adopt.

CORE COMPETENCIES

End-to-End Implementation • Requirements Gathering & Documentation • Business Process Mapping • Solution Design • System Configuration • Data Integration & Validation • API & Platform Integrations • QA / UAT Testing • Go-Live & Hypercare • Change Management • User Adoption & Training • Stakeholder Management • Executive Reporting & KPI Dashboards • Workflow Automation • AI Adoption & LLM Workflows • Risk & Dependency Management • Vendor Management • Cross-Functional Leadership • Build-vs-Buy Analysis

TECHNICAL SKILLS

AI & Automation: Claude, ChatGPT, LLM workflow automation, prompt engineering, MCP (Model Context Protocol), Make, Google Apps Script

Development: Python, FastMCP, React, Next.js, TypeScript, HTML/CSS, Vercel

Business Systems: Google Workspace, Looker Studio, AppSheet, Jotform, Airtable, Dropbox, QuickBooks, Samsara, HCSS

Methods: Iterative delivery, incremental rollout, data reconciliation, source-of-truth design, audit logging

PROFESSIONAL EXPERIENCE

Project Coordinator (Technical Operations / AI Product Lead)

Sunbelt Sports | Atlanta, GA | June 2023 to Present

Lead business systems implementation and AI-enabled automation for a multi-state company, owning requirements, design, build, testing, rollout, and adoption.

- Led end-to-end implementation of company-wide business systems after a corporate separation, standing up independent workflows, reporting, and data infrastructure on a limited budget.
- Designed and launched an executive KPI dashboard that replaced a daily 30-minute leadership status meeting; owners and leadership now use it daily for real-time decisions.
- Integrated multiple SaaS platforms (Samsara, VisionLink, QuickBooks, HCSS) into a unified operating view, with data source and freshness labels to protect data integrity.
- Gathered requirements from executives, managers, and frontline users; translated them into functional specifications, workflows, and user-facing tools.
- Built a bilingual (English/Spanish) mobile application for frontline teams, reducing support calls, paper handoffs, and manual lookups.
- Re-engineered a failing data intake process, replacing unreliable document parsing with structured exports and a shared data source feeding multiple downstream tools on hourly refresh.
- Automated daily, weekly, and monthly executive reporting with AI-generated summaries and a fail-safe fallback, ensuring on-time delivery when AI services were unavailable.
- Drove user adoption through stakeholder reviews, demos, and phased releases; achieved daily use with minimal formal training.
- Led a build-vs-buy analysis that retired a custom timekeeping tool in favor of an existing QuickBooks Time license, cutting maintenance and avoiding duplicate spend.

- Developed a 31-tool Python/FastMCP AI prototype with input validation and JSONL audit logging, turning business questions into structured, reusable tool contracts.

Project Lead and Operations Manager

Rite Rug Flooring | Atlanta, GA | February 2022 to May 2023

- Directed delivery across 50+ account segments, owning schedules, budgets, quality, vendor relationships, and client escalations.
- Standardized cross-account reporting, giving leadership clear visibility into performance, risks, and commitments.
- Managed vendors and partners to resolve delivery risks and keep client SLAs and commitments on track.

Founder and Creative Director

Avia's Locs | Atlanta, GA | August 2020 to January 2023

- Grew a service business to 140+ active clients in under 12 months and scaled to a staffed team.
- Selected, implemented, and configured the business tech stack: website, online booking, CRM, client communications, and analytics.
- Mapped the full customer journey and optimized digital touchpoints from discovery to booking, service, and retention.

Technical Project Coordinator, Instructional Systems Design

AT&T | Atlanta, GA | December 2018 to October 2020

- Coordinated enterprise digital training launches end to end: requirements, content review, QA/UAT, defect resolution, publishing, release support, and user adoption.
- Partnered with subject matter experts and cross-functional stakeholders to manage reviews, timelines, and deliverables for enterprise-scale rollouts.
- Built HTML/CSS learning components and interactive guides to improve the end-user experience.

EDUCATION & CERTIFICATIONS

Ph.D., Information Technology (Artificial Intelligence), University of the Cumberland | In Progress

M.S., Digital Marketing | January 2025

B.B.A., Project Management | 2020

Project Management Professional (PMP) | HubSpot Certified | Google Analytics Certified

Languages: English, Haitian Creole | Authorized to work in the U.S. without sponsorship