LONNA EDMOND

BUSINESS SYSTEMS & IMPLEMENTATION

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PROFESSIONAL SUMMARY

Business systems and implementation professional with 7+ years of experience turning stakeholder needs into working systems, clearer workflows, and reliable reporting. Delivered internal tools from requirements through testing, rollout, and adoption. Consolidated four operational systems and removed roughly 20 hours of weekly manual compilation.

PROFESSIONAL EXPERIENCE

Implementation Project Coordinator | Sunbelt Sports | Atlanta, GA | Jun 2023-Present

- Led internal systems improvements from stakeholder discovery through configuration, user testing, rollout, and adoption for executive, office, and field teams.
- Consolidated Samsara, VisionLink, QuickBooks, and HCSS inputs into shared reporting workflows; removed roughly 20 hours per week of manual status compilation.
- Built executive KPI dashboards for project status, ownership, dependencies, risks, and reporting exceptions; defined source data and validation checks.
- Translated stakeholder needs into requirements, conditional forms, business rules, and readiness workflows that flag missing documents and dependencies before work proceeds.
- Built and tested mobile workflows in English and Spanish; refined required inputs and usability using field-user feedback, with validation and approval checkpoints.
- Automated recurring field and leadership reports using Apps Script, AppSheet, API data, and structured outputs; documented procedures and supported adoption.
- Created a 31-tool Python/FastMCP prototype for structured business-data access with validation and audit logs; documented its purpose and constraints.

Project Lead & Operations Manager | Rite Rug Flooring | Atlanta, GA | Feb 2022-May 2023

- Coordinated delivery across 50+ account segments, managing timelines, vendors, quality, budgets, and escalations; standardized reports and handoffs across accounts.

Founder & Creative Director | Avia’s Locs | Atlanta, GA | Aug 2020-Jan 2023

- Built a service business from zero to 140+ active clients in under 12 months; created its website, online booking, CRM, communications, and analytics workflows.

Technical Project Coordinator, Instructional Systems Design | AT&T (Contract)

Atlanta, GA | Dec 2018-Oct 2020

- Coordinated enterprise learning launches through requirements, content review, QA/UAT, defect resolution, publishing, and end-user guidance. Built HTML/CSS learning components and interactive guides with subject-matter experts.

CORE CAPABILITIES

Analysis: Requirements elicitation; functional specifications; process mapping; gap analysis; business rules; data validation.

Implementation: SaaS configuration; integrations; UAT/test cases; cutover planning; training; adoption.

Delivery: Project planning; stakeholder communication; risk tracking; dependency management; vendor coordination; change management.

Systems & automation: Google Workspace; AppSheet; Apps Script; REST APIs/webhooks; Python/FastMCP; React/Next.js.

EDUCATION & CREDENTIALS

Ph.D., Information Technology (AI concentration), University of the Cumberlands - In progress; started Oct 2026
M.S., Digital Marketing, Western Governors University - Jan 2025 | B.B.A., Project Management - 2020
Project Management Professional (PMP), PMI - Dec 2023 | HubSpot Certified | Google Analytics Certified

Languages: English, Haitian Creole. Field workflows built and tested in English and Spanish.
U.S. work authorization: No sponsorship required.