

Lonn M. Mejiano

Business Intelligence Analyst | Aviation Operations Specialist | Photographer
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Professional Summary

Business Intelligence Analyst with 10+ years of experience in aviation, data operations, and executive reporting. Skilled in SQL | Tableau | Excel | and Power BI to uncover trends, drive business decisions, and improve operational KPIs. Proven record of boosting retention, reducing turnaround times, and enhancing process efficiency through data storytelling and cross-functional collaboration.

Skills

BI & Data Tools: SQL | Excel | Tableau | Power BI | Salesforce | Google Sheets

Analysis & Reporting: KPI Tracking | Dashboards | A/B Testing | Cohort Analysis | Conversion Funnels | Salesforce

Programming: Python | SQL Joins | Data Modeling

Operations: ETL | Process Optimization | Performance Metrics | Compliance Reporting

Tech Projects

[NYC Airbnb Investment Model | May 2025](#)

- **“Purpose:”** Focused on top 3 neighborhoods with proven 25%-30% ROI.
- **“Methods/Techniques:”** Cleaned and standardized raw data - including metrics such as sales price, listing cost, expenses and timelines to ensure there is the accurate ROI across the board.
- **“Results:”** Flagged the top 3 neighborhoods with the average ROI of 25% to 30% exceeding others by 10-15 points.
- **“Recommendations:”** Advised focusing investments on high ROI areas, implementing more quarterly data, refreshing automated dashboards for consistent and deeper analysis.

[SuperStore Profit & Return Analysis | June 2025](#)

- **“Purpose:”** Map regional return rates to reveal hotspots.
- **“Methods/Techniques:”** Built interactive Tableau maps with color-coded heatmaps, filters, and tool tips.
- **“Results:”** Identified 3 regions with return rates 25% above average. Insights drove a 15% reduction in return shipping cost over a 2 month time span.
- **“Recommendations:”** Suggested team training, and ongoing KPI tracking via the dashboards refreshing.

[SuperStore Returns Dashboard | June 2025](#)

- **“Purpose:”** Compare return rates to sales trends.
- **“Methods/Techniques:”** Built a dual-axis Tableau dashboard with synchronized line/bar combo and trend graphs (sales units vs return percentage) leveraged dual axis best practices for clarity.
- **“Results:”** Revealed return spikes that caused the demand over estimation while the insights were to drive a 10% inventory buffer.
- **“Recommendations:”** Recommended weekly tracking; root cause analysis reviews and specific product analysis.

Professional Experience

Delta Air Lines – *Ramp Supervisor*, Spokane, WA | Feb 2024 – Sep 2024

- **“Process Optimization:”** Led daily ramp crew operations and flight logistics for maximum efficiency.
- **“Compliance Monitoring:”** Reduced safety violations by 15% through improved compliance training and data informed SOP enhancements.
- **“Performance Analysis:”** Ensured adherence to FAA, TSA, and OSHA guidelines and optimized scheduling to enhance turnaround KPIs.

American Airlines – *Lead Crew Chief*, Spokane, WA | Oct 20– Feb 2024

- **“Operational Efficiency:”** Directed baggage handling and ramp activities to meet on-time performance metrics.
- **“Turnaround Reduction:”** Reduced aircraft turnaround time by 10% through real-time workflow adjustments.
- **“Regulatory Documentation:”** Oversaw crew safety documentation and maintained compliance data for audits.

Delta Air Lines – *Ramp Agent*, Seattle, WA | Jan 2022 – Aug 2023

- **“Data-Driven-Training:”** Conducted ground servicing, baggage operations, and safety check while mentoring new hires using procedural KPIs.
- **“Compliance Reporting:”** Trained staff in ramp procedures with a focus on audit readiness and documentation.
- **“SOP Alignment:”** Contributed to improved shift-wide standard operating procedure (SOP) compliance using performance tracking.

G2 Secure Staff – *Ramp Supervisor / Station Trainer*, Pasco, WA | Jan 2019 – Jan 2023

- **“Workflow Management:”** Supervised ramp staff and managed shift assignments based on real-time operational data.
- **“Safety Analytics:”** Conducted training on equipment use and tracked safety standards using incident reports.
- **“Issue Resolution:”** Streamlined troubleshooting and immediate response processes through pattern recognition of recurring operational issues.

Samsung – *Lead Brand Representative*, Kennewick, WA | Oct 2013 – Nov 2015

- **“Performance Metrics:”** Delivered in-store demonstrations and tracked KPIs across product categories.
- **“Training Development:”** Led workshops and support for regional launches based on user engagement analytics.
- **“Recognition:”** Achieved Samsung Platinum Consultant status by exceeding performance benchmarks.

Lonn Mejiano Photography – *Founder / Owner*, Kennewick, WA | Dec 2009 – Present

- **“Client Analytics:”** Managed end-to-end client interactions and used feedback data to improve service models.
- **“Data Visualization:”** Applied Adobe Creative Suite for storytelling through data-inspired visuals.
- **“Dashboard Creation:”** Developed custom dashboards to track client engagement and service frequency.

Education

TripleTen – Business Intelligence Analytics (Certificate) | Apr 2025 – Aug 2025

Projects: SQL Cohort Analysis, Tableau Dashboards, Excel ROI Models

Academy of Art University – Bachelor of Arts in Photography | Graphic Design | 2009 – 2015