

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 • Pandas • NumPy • Jupyter • SQL Joins • Data Modeling
Operations: ETL • Process Optimization • Performance Metrics • Compliance Reporting

Tech Projects

Customer Retention Cohort Analysis | April 2025

- Conducted SQL and Excel analysis to identify churn risks
- Proposed a re-engagement strategy that improved retention by 8%

Geographic Return Trends | June 2025

- Created Tableau map visualizations of return rates by region/segment
- Provided actionable insights for logistics and regional operations

SuperStore Returns Dashboard | June 2025

- Built dual-axis Tableau dashboard comparing return rates vs. sales
- Informed Q4 supply chain strategy through visual trend insights

NYC Airbnb Investment Model | May 2025

- Cleaned and structured Excel data, calculated ROI for listings
 - Recommended top 3 profitable neighborhoods based on data analysis
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Professional Experience

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

- Led daily ramp crew operations and flight logistics
- Reduced safety violations by 15% through improved compliance training
- Ensured adherence to FAA, TSA, and OSHA guidelines and optimized scheduling to enhance turnaround times

American Airlines – *Lead Crew Chief*, Spokane, WA | Oct 2023 – Feb 2024

- Directed baggage handling and ramp activities to meet on-time performance goals
- Reduced aircraft turnaround time by 10%
- Oversaw crew safety documentation and compliance processes

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

- Conducted ground servicing, baggage operations, and safety checks
- Trained new hires in ramp procedures and audit readiness
- Contributed to improved SOP compliance across shifts

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

- Supervised ramp staff and managed shift workflows
- Conducted training on equipment usage and safety standards
- Streamlined real-time issue resolution for ramp operations

Wireless Vision (T-Mobile) – *Lead Sales Consultant*, Pasco, WA | Mar 2019 – Jan 2020

- Ranked in top 10% nationwide in mobile sales performance
- Provided training on CRM and new device features
- Leveraged customer data insights to drive upselling success

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

- Delivered in-store technology demonstrations and KPI tracking
- Led training and support for regional product launches
- Named a Samsung Platinum Consultant (top 50% nationwide)

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

- Managed end-to-end client relationships and deliverables
- Applied Adobe tools for data-inspired visual storytelling
- Created photography dashboards for client engagement

Adobe – *Student Rep (Intern)*, Remote | Sep 2013 – Feb 2018

- Led Adobe Creative Cloud workshops and product demos
- Trained student peers in digital design tools and applications

Google – *Brand Rep*, Kennewick, WA | Sep 2013 – Jan 2014

- Provided in-store training on Google products
- Collected UX feedback to inform design and marketing teams

U.S. Army – *Combat Engineer / Infantry*, Germany | Nov 1996 – Jul 2005

- Executed tactical engineering and construction missions
- Trained teams on heavy equipment and combat readiness operations

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