

IYAHANNAH WHEELER, PMP® CSM®

Customer Success Operations | Program Management | Enterprise SaaS

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Active U.S. Secret Clearance • Salesforce Certified Administrator & AI Specialist • Greater Miami, FL • Remote

PROFILE

CS Operations program leader who builds the systems, dashboards, and processes that scale customer-facing teams. 10+ years designing health scoring, escalation tracking, executive cadences, and Salesforce-backed operating models across SaaS, financial services, and public sector. At Oracle, established the Service Value Review governance for JPMorgan Chase across the full Oracle Fusion HCM Cloud platform. At Akamai, designed the executive dashboard suite that cut ad hoc status requests ~40% and built the Action Item Tracker that lifted on-time completion 25 to 30%. Salesforce Certified Administrator & AI Specialist. PMP®, CSM®. Active U.S. Secret Clearance.

SELECTED IMPACT

Established the Service Value Review executive governance cadence at JPMorgan Chase across 25+ stakeholders (Oracle). Built the InfoSec PMO operating model across four concurrent security programs (Akamai). Designed the executive dashboard suite that cut ad hoc status requests ~40% and lifted on-time completion 25 to 30% (Akamai). Launched the Bonfire B Pro SaaS rollout across 20+ Broward County agencies to 100% adoption in 3 months.

TECHNICAL PROFICIENCIES

CS / Operations Stack: Salesforce (Certified Administrator, AI Specialist), Gainsight (Administrator cert in progress), Totango (familiar), ServiceNow GRC, Oracle Cloud HCM, Oracle PeopleSoft

PM & Operations: Jira, Confluence, Microsoft Project, Smartsheet, Workfront, Asana, Monday, SAP Ariba, GCSS-Army (SAP), Bonfire B Pro

Reporting & Microsoft: Power BI, Excel, Salesforce Reporting, Tableau (familiar), Microsoft 365, Copilot, SharePoint, Teams, Azure Fundamentals (AZ-900, In Progress)

AI & Automation: Claude (Anthropic), Microsoft Copilot, Salesforce Einstein, ChatGPT, prompt engineering, AI-assisted workflow automation

PROFESSIONAL EXPERIENCE

Technical Account Manager (Enterprise Customer Success) | Oracle | Feb 2025 to Apr 10, 2026

- Established the customer success operating model for JPMorgan Chase, a Tier-1 Fortune 10 account, across the full Oracle Fusion HCM Cloud platform through Redwood UI migration; sustained 95%+ SLA on 130+ concurrent Service Requests across nine product areas (Performance, Goals, Talent Review, Succession, Career Development, Profile, Learning, Dynamic Skills, Recruiting).
- Built account health scoring, escalation tracking, and the Service Value Review cadence; partnered with Sales, Product, Support, and Engineering to operationalize renewal and expansion motions across 25+ JPMC contacts.
- Drove resolution of multi-month Sev-2 customer escalations (Recruiting Create Offer failures, Performance Goal API throughput, Talent Review dashboard errors, Position Succession Plan linking) by routing decisions across Oracle Development, Support, and JPMC technical teams.
- Launched the Section 508, ADA, and WCAG 2.1 AA accessibility compliance program across the JPMC Oracle Fusion HCM Cloud platform.
- Created the EBR and SVR cadence with C-suite and VP stakeholders, replacing ad hoc data requests with standardized governance and quantifiable health metrics.
- Introduced AI-assisted workflows (Microsoft Copilot, Claude) into resolution documentation, customer communication consistency, and reporting cycles.

Technical Program Manager, InfoSec PMO (Contract) | Akamai Technologies | Jan 2025 to Mar 15, 2026

- Stood up the operating model for Akamai's InfoSec PMO across 30 to 50+ stakeholders spanning Security Engineering, GRC, Compliance, Risk, and executive leadership.
- Launched four concurrent security programs (Assessment Execution Reviews, Controls Testing, InfoSec Metrics, Risk & Cyber Dashboards) on time against compliance and audit commitments.
- Designed two executive-facing performance dashboards that cut ad hoc leadership status requests ~40% and gave real-time program visibility for the first time.

- Built a centralized Action Item Tracker (100+ items per quarter, owners, deadlines, escalation paths) that lifted on-time completion 25 to 30%.
- Drove 265 compliance control implementation narratives to 82% complete by Q3, structuring attestation reviews between ISOC, GRC, and Security Engineering to land audit readiness.
- Instituted the standardized intake, status, and risk reporting templates adopted as the operating baseline for the four programs.

Senior Purchasing Agent | Broward County Government | Apr 2023 to Dec 2024

- Owned the full procurement lifecycle (solicitations, vendor evaluation, award recommendations, contract management, renewals, and protest response) inside a nationally accredited centralized Purchasing Division serving 60+ County agencies.
- Launched the Bonfire B Pro SaaS implementation as a named project on top of agent responsibilities, rolling the platform out across 20+ departments to 100% on-time milestones and 30% operational efficiency improvement.
- Built the standardized executive reporting and dashboards; introduced operational KPIs adopted as the baseline for ongoing performance management.
- Designed the change management and enablement program that delivered 100% adoption in 3 months and 25% reduction in reporting errors.
- Mentored junior buyers; led County emergency and disaster procurement, expediting contracts and logistics resource management during activations.
- Instituted the standardized project intake, governance, and reporting frameworks adopted across procurement and operations.
- Built the cross-functional delivery model across Legal, IT, Finance, Engineering, and Operations leadership; produced executive briefings translating technical, contractual, and regulatory detail into clear adoption milestones.

Procurement Analyst, Business Systems & Process Improvement | Merck & Co. | Jan 2022 to Apr 2023

- Drove global SAP Ariba rollouts and Agile transformation end to end as the lead across procurement workstreams.
- Cut procurement cycle times 20% and approval cycle times 25% through custom workflow automation and process redesign.
- Coached procurement and operations leads on Agile ceremonies (sprint planning, retrospectives, backlog grooming) during transformation rollout.
- Built executive dashboards in Power BI and Excel that cut project cost overruns 10% through earlier risk identification.

Staff Sergeant, Logistics Manager (Active Duty + Reserves) | U.S. Army | Jan 2016 to Present

- Staff Sergeant (SSG / E-6, NCO), U.S. Army Reserves: direct people leader of teams of 7 to 10 soldiers, accountable for performance management, training, mentoring, and readiness; previously led and mentored 300+ personnel on active duty.
- Manage a \$2B+ property book with 179 to 250 active line items in SAP GCSS-Army at 100% accountability across all federal inspections and audits.
- Applied Lean Six Sigma to deliver \$1.5M in inventory cost savings, exceeding the \$1M target by 50%.

EDUCATION

Bachelor of Arts, Interdisciplinary Studies | Florida International University, Miami, FL | Dec 2024

CERTIFICATIONS

- Project Management Professional (PMP®), Project Management Institute
- Certified ScrumMaster (CSM®), Scrum Alliance
- Salesforce Certified Administrator, Salesforce
- Salesforce AI Specialist, Salesforce
- Lean Six Sigma Green Belt
- Active U.S. Secret Clearance, Department of Defense
- Gainsight Administrator (Level 1) (*In Progress*)
- Microsoft Azure Fundamentals (AZ-900) (*In Progress*)

LEADERSHIP & COMMUNITY

Executive Board Member, Alpha Kappa Alpha Sorority, Incorporated®

Volunteer Project Manager, 48in48 | Member, South Florida PMI Chapter