

IYAHANNAH WHEELER, PMP® CSM®

Senior Project Manager | Enterprise Customer Delivery | Executive Governance & SOW Execution

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

PROFILE

Senior Project Manager who builds the governance system for high-complexity, multi-stakeholder customer delivery. 10+ years standing up RAID discipline, steering committees, and executive cadences across SaaS, financial services, and public sector. At Oracle, established the executive engagement model for JPMorgan Chase (Fortune 10) across the full Oracle Fusion HCM Cloud platform and architected the Service Value Review governance now spanning 25+ JPMC contacts from frontline users to C-suite. PMP®, CSM®, Salesforce Certified Administrator. Active U.S. Secret Clearance.

SELECTED IMPACT

Architected the Service Value Review governance cadence for JPMorgan Chase, replacing ad hoc reporting across 25+ stakeholders from frontline users to C-suite (Oracle). Built the InfoSec PMO operating model across four concurrent security programs and 30 to 50+ stakeholders (Akamai). Delivered countywide SaaS rollout to 100% on-time milestones across 20+ Broward County agencies. Designed the executive dashboard suite that cut ad hoc status requests ~40% and lifted on-time completion 25 to 30% (Akamai).

TECHNICAL PROFICIENCIES

PM & Governance: Jira, Confluence, Microsoft Project, Smartsheet, Workfront, Asana, Monday; RAID logs, change logs, decision logs, SOW tracking

Customer Platforms: Oracle Cloud HCM, Oracle PeopleSoft, Bonfire B Pro, SAP Ariba, ServiceNow GRC, GCSS-Army (SAP)

CRM & Reporting: Salesforce (Certified Administrator, AI Specialist), Gainsight (familiar), Power BI, Excel, Salesforce Reporting

Microsoft & AI: Microsoft 365, Copilot, SharePoint, Teams, Claude, AZ-900 (In Progress)

Methodologies: PMP® program governance, Agile / Scrum, Hybrid, Waterfall, Lean Six Sigma, ITIL-aligned operations

PROFESSIONAL EXPERIENCE

Technical Account Manager (Tier-1 Strategic Accounts) | Oracle | Feb 2025 to Apr 10, 2026

- Established the executive engagement model for JPMorgan Chase, a Tier-1 Fortune 10 financial services account, across the full Oracle Fusion HCM Cloud platform through Redwood UI migration; sustained 95%+ SLA on 130+ concurrent Service Requests.
- Architected the Service Value Review governance cadence covering 25+ JPMC HR technology contacts from frontline users to C-suite, replacing ad hoc data requests with standardized executive reporting on health, risk, and expansion.
- Led recurring EBRs, SVRs, and steering reviews; ran the RAID and decision logs that routed multi-month Sev-2 escalations (Recruiting, Performance, Talent Review, Succession) to the right level of Oracle Development, Support, and JPMC technical leadership.
- Built the release governance framework JPMC used through Oracle Fusion Cloud 25C and 25D (configuration impact assessment, regression analysis, post-release stabilization) across nine product areas with documented stakeholder sign-off at each gate.
- Launched the Section 508, ADA, and WCAG 2.1 AA accessibility compliance program across the JPMC Oracle Fusion HCM Cloud platform.
- Mentored newer TAMs on enterprise account strategy and executive-ready reporting; introduced Microsoft Copilot and Claude into status reporting and escalation documentation 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 dashboards that cut ad hoc leadership status requests ~40% and 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 for audit readiness.

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.
- 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 milestones.
- Launched countywide Bonfire B Pro SaaS rollout across 20+ departments to 100% on-time milestones with proactive RAID discipline across concurrent workstreams.
- Stood up the standardized project intake, governance, and reporting frameworks adopted as the baseline for ongoing performance management of the procurement function.
- Drove change management at scale: 100% adoption in 3 months and 25% reduction in reporting errors through onboarding playbooks, workshops, and documentation.
- Mentored junior buyers; led County emergency and disaster procurement during activations.

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

- Drove global SAP Ariba rollouts and Agile transformation end to end from requirements through adoption.
- Cut procurement cycle times 20% and approval cycle times 25% through workflow redesign and stakeholder alignment.
- 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; 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 & CERTIFICATIONS

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

Project Management Professional (PMP®) | Certified Scrum Master (CSM®) | Salesforce Certified Administrator | Salesforce AI Specialist | 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