

IYAHANNAH WHEELER, PMP® CSM®

Implementation Manager | Enterprise SaaS Deployments | Time-to-Value & Adoption

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

PROFILE

Implementation Manager who deploys enterprise SaaS to first value, fast. 10+ years building the deployment operating model (discovery, configuration, UAT, training, go-live, hypercare) across financial services, public sector, and global enterprise. At Broward County, launched Bonfire B Pro across 20+ County agencies to 100% on-time milestones and 100% adoption inside 3 months. At Oracle, established the release readiness framework JPMorgan Chase used through Oracle Fusion Cloud 25C and 25D across nine HCM product areas. PMP®, CSM®. Active U.S. Secret Clearance.

SELECTED IMPACT

Launched the Bonfire B Pro SaaS rollout across 20+ Broward County agencies to 100% on-time milestones, 100% adoption in 3 months, and 30% efficiency improvement. Built the release readiness framework for JPMorgan Chase across nine Oracle Fusion HCM Cloud product areas (Oracle). Designed the standardized configuration, intake, and reporting frameworks adopted as the procurement and operations baseline (Broward County). Drove SAP Ariba configuration redesign that cut procurement cycles 20% and approvals 25% (Merck).

TECHNICAL PROFICIENCIES

Implementation Platforms: Oracle Cloud HCM (Talent, Learning, Recruiting, Performance, Goals, Succession, Profile, Dynamic Skills), Bonfire B Pro, SAP Ariba, Oracle PeopleSoft, ServiceNow GRC, GCSS-Army (SAP)

Configuration & Testing: UAT scripting, regression analysis, Section 508 / ADA / WCAG 2.1 AA accessibility conformance, release management (Oracle Fusion 25C, 25D)

PM & Collaboration: Jira, Confluence, Smartsheet, Microsoft Project, Asana, Monday

Reporting & AI: Power BI, Excel, Salesforce (Certified Administrator, AI Specialist), Microsoft Copilot, Claude, AZ-900 (In Progress)

Methodologies: Hybrid / Agile / Waterfall (chosen by deployment risk), Lean Six Sigma, ITIL-aligned operations

PROFESSIONAL EXPERIENCE

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

- Established the release readiness framework JPMorgan Chase used through Oracle Fusion Cloud 25C and 25D across nine HCM product areas (Performance, Goals, Talent Review, Succession, Career Development, Profile, Learning Management, Dynamic Skills, Recruiting); sustained 95%+ SLA on 130+ concurrent Service Requests.
- Drove configuration impact assessment, Redwood UI regression analysis, and post-release stabilization across the full platform through Redwood UI migration.
- Launched the Section 508, ADA, and WCAG 2.1 AA accessibility conformance program across the JPMC Oracle Fusion HCM Cloud platform, orchestrating remediation between Oracle Development and customer technical teams.
- Drove resolution of multi-month Sev-2 deployment defects (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.
- Created the post-implementation Service Value Review cadence covering 25+ JPMC HR technology contacts to surface adoption blockers and feed the next release plan.
- Introduced AI-assisted workflows (Microsoft Copilot, Claude) into UAT documentation, defect write-ups, and post-go-live reporting cycles.

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

- Launched four concurrent InfoSec programs (Assessment Execution Reviews, Controls Testing, InfoSec Metrics, Risk & Cyber Dashboards) on time against compliance and audit commitments.
- Drove 265 compliance control implementation narratives to 82% complete by Q3, structuring attestation reviews between ISOC, GRC, and Security Engineering for audit readiness.
- Designed executive dashboards and a centralized Action Item Tracker that cut ad hoc status requests ~40% and lifted on-time completion 25 to 30%.

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 (discovery, configuration, UAT, training, cutover, hypercare, adoption) across 20+ County departments to 100% on-time milestones and 30% operational efficiency improvement.
- Designed the structured onboarding and enablement program (role-based training, live workshops, written user guides) that delivered 100% user adoption inside 3 months across all departments.
- Built the standardized configuration, intake, and reporting frameworks adopted as the baseline across procurement and operations; cut post-go-live reporting errors 25%.
- Mentored junior buyers; led emergency and disaster procurement during County activations, expediting contracts and logistics resource management.
- Built the cross-functional delivery model across Legal, IT, Finance, Engineering, and Operations leadership; produced executive briefings translating technical, contractual, and regulatory detail into adoption milestones.

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

- Led SAP Ariba rollouts end to end across discovery, requirements, configuration, UAT, training, and adoption for global procurement.
- Cut procurement cycle times 20% and approval cycle times 25% through configuration redesign, custom workflow automation, and post-go-live process tuning.
- Built Power BI and Excel dashboards on Ariba spend data; 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