

# IYAHANNAH WHEELER, PMP® CSM®

Senior Program Manager | Enterprise Customer Programs | SaaS, Financial Services & InfoSec  
iyahannahw@gmail.com | 954-449-3242 | linkedin.com/in/iyahannahwheeler | iyahannahwheeler.com  
Active U.S. Secret Clearance • Salesforce Certified Administrator & AI Specialist • Greater Miami, FL • Remote

## PROFILE

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Senior Program Manager who builds the operating model where none exists. 10+ years creating governance frameworks, executive cadences, and cross-functional delivery systems for enterprise programs. At Oracle, established the executive engagement model for JPMorgan Chase, a Fortune 10 account, across the full Oracle Fusion HCM Cloud platform through Redwood UI migration. At Akamai, stood up the InfoSec PMO operating rhythm across four concurrent security programs and 30 to 50+ stakeholders. PMP®, CSM®, Salesforce Certified Administrator & AI Specialist. Active U.S. Secret Clearance.

## SELECTED IMPACT

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Established the Service Value Review executive governance cadence at JPMorgan Chase (Oracle). Built the InfoSec PMO operating model across four security programs (Akamai). Launched the Bonfire B Pro SaaS rollout across 20+ Broward County agencies. Designed the executive dashboard suite that cut ad hoc status requests ~40% (Akamai).

## TECHNICAL PROFICIENCIES

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

**CS & CRM:** Salesforce (Certified Administrator, AI Specialist), Gainsight (Administrator cert in progress), ServiceNow GRC, Oracle Cloud HCM, Oracle PeopleSoft, Bonfire B Pro

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

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

## PROFESSIONAL EXPERIENCE

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**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, taking the relationship from reactive support to structured governance across the full Oracle Fusion HCM Cloud platform through Redwood UI migration; sustained 95%+ SLA adherence on 130+ concurrent active Service Requests.
- Created the Service Value Review (SVR) cadence, replacing ad hoc data requests with a standardized executive governance model spanning 25+ JPMC HR technology contacts from frontline users to C-suite.
- Built the release readiness framework JPMC used through Oracle Fusion Cloud 25C and 25D cycles, driving configuration impact assessment, Redwood UI regression analysis, and post-release stabilization across nine product areas.
- Drove resolution of multi-month Sev-2 escalations across Recruiting, Performance, Talent Review, and Succession by orchestrating Oracle Development, Support, and JPMC technical teams to a single decision path.
- Launched the Section 508, ADA, and WCAG 2.1 AA accessibility compliance program across the JPMC Oracle Fusion HCM Cloud platform.
- Introduced AI-assisted workflows (Microsoft Copilot, Claude) into the TAM resolution and reporting motion; coached newer TAMs on enterprise account strategy.

**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, and Risk & Cyber Dashboards), delivering on-time against compliance and audit commitments.
- Designed two executive-facing performance dashboards that cut ad hoc leadership status requests by ~40% and gave real-time program visibility for the first time.
- Created a centralized Action Item Tracker consolidating 100+ items per quarter with clear ownership, deadlines, and escalation paths, lifting 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 weekly steering review cadence and quarterly InfoSec leadership readouts; published the status, risk, and decision log templates adopted across 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 (NIGP OA4, NPI AEP, FAPPO Award of Excellence) 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 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.
- Mentored junior buyers and project team members; standardized solicitation review and award workflow guidance across the unit.
- Led emergency and disaster procurement (expedited contracting and logistics resource management during County emergency activations), leveraging Army 92Y logistics background.
- Designed the change management and enablement program that delivered 100% user adoption in 3 months and 25% reduction in reporting errors through onboarding playbooks, workshops, and user guides.
- Ran resource-loaded plans in Microsoft Project against public sector procurement governance and state and federal compliance requirements.

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

- Drove enterprise system deployments and business process transformation across global procurement; led SAP Ariba rollouts and Agile transformation initiatives end to end.
- Cut procurement cycle times 20% and approval cycle times 25% through custom workflow automation and process redesign.
- Partnered with engineering and operations leads on Agile transformation (sprint planning, retrospectives, and ceremonies coaching) to operationalize new SAP Ariba workflows.
- Built budget forecasting and spend analysis dashboards in Power BI, Excel, and SAP Ariba that cut project cost overruns 10%.

#### **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**

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

## **CERTIFICATIONS**

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- 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**

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**Executive Board Member, Alpha Kappa Alpha Sorority, Incorporated®**

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