

ROKHAYA YAGUE

PROJECT MANAGEMENT · PMO · AVIATION PROGRAMS

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SUMMARY

Program delivery lead for a \$25M handheld device transition across 375+ airports at American Airlines, owning scope, schedule, budget, vendors and governance since January 2026. Coordinates 30 stakeholders across stations, IT, Safety, Mobility and vendors. Prior go-live delivery at UNOPS, live operations at Air Transat and IATA audit compliance. CAPM candidate, exam April 2027.

EXPERIENCE

Coordinator, Customer Experience Product Support · American Airlines, Dallas, TX Apr 2025 to Present

Program delivery lead since Jan 2026: \$25M budget, 375+ airports, 16,000 unit fleet, 2 vendors, Q4 2026 completion target.

- Took full accountability for scope, schedule, budget and stakeholders in January 2026 after the product owner and supporting analyst left the program.
- Lead governance with airport leadership, IT, Safety, Mobility and 2 vendors, owning risk and issue registers, decision logs and status reporting to leadership.
- Translate operational needs from Policies and Procedures, Engineering and IT into documented business requirements and Azure DevOps backlogs for IT sprint planning.

Operations Liaison · Air Transat, Montreal, QC Aug 2023 to Feb 2025

- Coordinated live operations between flight operations, ground handling providers and airport authorities across the transatlantic network in real time.
- Designed standardized communication protocols for cross functional teams and led stakeholder updates during weather disruptions, major delays and system failures.

Senior Project Management Assistant (contract) · UNOPS, New York, NY Dec 2022 to Jun 2023

- Delivered the UNOPS e-tendering platform go-live on schedule and in compliance with United Nations procurement standards.
- Trained 50+ external bidders and redesigned the submission workflow, reducing submission errors by 20% after transition.

IOSA Intern · International Air Transport Association (IATA), Montreal, QC Mar 2022 to Sep 2022

- Reviewed audit registration packages against IOSA safety standards, supporting 30+ audit registrations in six months.
- Built quarterly auditor performance reports in Power BI to track throughput, trends and compliance evidence.

SELECTED PROJECT

Fleet Right Sizing and Asset Control · American Airlines 2025 to Present

- Modeled peak gate utilization to move hubs and spokes from shared pool to 1:1 allocation and size regional stations on CT47 devices, projecting a 20 to 30% smaller fleet.
- Established an MDM based inventory reconciliation process that surfaces dormant and unaccounted devices across the 16,000 unit fleet ahead of the refresh cycle.

EDUCATION AND CERTIFICATIONS

B.Sc. Communications and Politics · Université de Montréal, Montreal, QC 2021

Relevant coursework: Project Management. Certified Associate in Project Management (CAPM), PMI, exam April 2027.

SKILLS

Program delivery: scope and schedule management · governance · risk and issue management · vendor management · go-live readiness · change adoption

Tools: Excel · Smartsheet · MS Project · Azure DevOps · Jira · Confluence · Coupa · MDM · Power BI · Tableau · Microsoft 365

Communication: executive status reporting · crisis communication · training delivery · Spanish (beginner)