

CHARLOTTE ALWARD, CLSSG

FEDERAL & COMMERCIAL CONTRACTS | LICENSING & RISK GOVERNANCE | PEOPLE LEADERSHIP

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EXECUTIVE PROFILE

Contract administration and operational governance leader with 15+ years in regulated program operations, including managing a \$300M+ portfolio of technology, reseller and software licensing supplier agreements at Oracle Health. Experienced in contract preparation, terms review, negotiation support, approval workflows, risk mitigation, FAR/DFARS compliance and collaboration with Legal, Finance and Procurement. Builds policy-aligned, audit-ready controls and stronger contract-quality processes. Proven people leader through Army NCO service, overseas deployment, mentorship and corporate cross-functional team direction.

SELECTED BUSINESS RESULTS

\$300M+ technology supplier portfolio | 2.5× faster processing | 90% fewer email approvals | 40% reported vendor risk reduction | \$3M+ supplier exposure addressed | 25% faster onboarding

CONTRACTS MANAGEMENT & LEADERSHIP EXPERTISE

Commercial & Licensing Agreements: Agreement preparation and administration; software/reseller licensing, MSAs, SOWs, amendments, renewals, contractual terms, pricing and negotiation support

Legal, Approval & Risk Controls: Cross-functional reviews with Legal/Finance/Procurement, approval routing, contractual posture, supplier evaluation, corrective action, governance and audit documentation

Federal Contract Administration: FAR/DFARS flow-downs, IDIQs and task orders, FFP/T&M/cost-type contracts, CLIN/SLIN alignment, funding, POs, invoice reconciliation and closeout

People Leadership & Quality: Military supervision and mentoring, cross-functional team leadership, workflow redesign, contract-document quality reviews, SOP-to-policy crosswalks, staff enablement, facilitator guides and training

PROFESSIONAL EXPERIENCE

Founder & CEO | AI Solutions Developer | Dragonfly Hills LLC

Founder-led product and IP venture concluded October 2026 after prior-art findings; now fully focused on full-time leadership opportunities. Directed CLM, licensing operations, vendor governance, financial controls, and strategic planning.

- Commercial contracting and CLM operations. Managed licensing outreach, supplier due diligence, NDA tracking, supplier risk grading, contracting safeguards, contract lifecycle workflows, and compliance decisions.
- AI solutions development and workflow redesign. Applied business analysis, Lean Six Sigma and process mapping to design and test Ozbek cross-functional federal and commercial workflows, a licensing CRM and Dragonfly OS (Python/SQLite); established process controls, executive dashboards and risk/decision reporting. Ozbek connects CRM, bids/LOE, federal and commercial contract paths, supplier oversight, program execution, finance and closeout.

Federal Subcontracts Administrator II | Oracle Health (formerly Cerner)

Oct 2021 – Dec 2025

Sole administrator for reseller, software licensing and technology supplier agreements in a \$300M+ portfolio supporting VA EHR modernization.

- **Contract lifecycle and agreement review.** Prepared and administered supplier contracts, reseller/licensing agreements, MSAs, SOWs, amendments and renewals; reviewed commercial terms and routed documents through Legal, Finance, Procurement and required internal approvals.
- **Contractual risk and negotiation support.** Analyzed pricing, supplier terms, FAR/DFARS flow-downs, risk allocation and performance; collaborated with Legal and stakeholders on negotiated terms, escalations, approvals, corrective actions and audit responses.
- **Compliance, quality and financial controls.** Verified SKU-to-CLIN/SLIN alignment across agreements, task orders, supplier pricing, workshare, purchase orders and invoices; maintained traceable documentation and management reporting for audit readiness.
- **Contract-quality systems.** Designed and implemented an Oracle APEX agreement-management platform combining supplier records, terms, funding, approvals and audit trails; enabled 2.5× faster processing and 90% fewer email approvals.
- **Performance and risk outcomes.** Reduced manual routing touches from 14 to 5 and raised on-time delivery from 84% to 97%, reduced vendor risk 40%, and identified and resolved \$3M+ in supplier exposure through agreement scrutiny and supplier remediation.



PORTFOLIO

- **Contract operations enablement.** Standardized intake, review and approval processes; developed SOPs, policy crosswalks, training materials and stakeholder handoffs to reinforce contract quality and policy adherence.

Senior Engagement Controller | Cerner Government Services

Feb 2019 – Oct 2021

Promoted from Engagement Controller in March 2020; supporting VA EHRM IDIQ contract financial and operating controls.

- **Subcontract financial oversight.** Managed controls for purchase/change orders, funding, spend forecasts, invoice reconciliation and monthly reporting across subcontractors and five national projects.
- **Government-furnished equipment.** Established GFE accountability frameworks from inception, covering hand receipts, periods of performance, option expirations, task-order alignment and coordination with VA contracting officer representatives.
- **Team leadership and execution.** Led and organized a six-person cross-functional tiger team across security, HR, operations and compliance; resolved onboarding backlogs and reduced cycle time 25%.
- **Executive and government reporting.** Delivered recurring contractual, workforce and financial visibility; recognized by VA OIT leadership for resource-management execution.

Senior Project Coordinator / Executive Operations | Cerner Corporation

Sep 2016 – Feb 2019

Promoted from Senior Administrative Assistant in March 2018; supported up to 12 executive portfolios.

- **Senior executive partnership.** Served in chief-of-staff capacity to the Government Services Operations VP; developed decision briefings, strategic KPIs, operating cadences and leadership materials.
- **Training and adoption.** Supported launch of Arlington federal-program operations; developed training programs, facilitator guides, process documentation and clear guidance for employees and leaders.

Human Resources NCO (Sergeant, E-5) / Brigade S-1 | Missouri Army National Guard

Jan 2009 – Sep 2017

Full-time Active Guard Reserve through 2016; Kuwait deployment (Operation Enduring Freedom), 2013–2014.

- **Direct people management and deployment leadership.** Supervised a seven-soldier squad for 4 years; led personnel through demanding overseas operating conditions, balancing mission execution, soldier welfare, accountability and competing priorities during the Kuwait deployment.
- **Coaching, mentorship and performance.** Trained, mentored, evaluated and developed soldiers; contributed to the Women's Mentorship Council and served as Unit Fitness and Resilience Coordinator. NCO evaluations consistently ranked in the top 5%.
- **Federal-style regulatory leadership.** Directed brigade personnel readiness, records, orders, awards and inspections for 250+ soldiers, translating Army regulations into operating procedures and inspection-ready records.
- **Deployment accountability.** Produced daily personnel-status reports for 300+ personnel with less than 3% variance while coordinating mission-driven administrative requirements across distributed units.

EDUCATION & LEADERSHIP DEVELOPMENT

Southwest Baptist University - Business Management undergraduate coursework (2009-2012; 71 completed hours recorded, including transfer credit); no degree conferred.

University of Central Missouri (formerly Central Missouri State University) - undergraduate coursework in systems, graphic arts and design (1993-1994); 15 institutional hours recorded.

University of Alaska Anchorage - Office Management & Technology coursework (1992); 12 earned hours, GPA 3.00; no degree conferred.

Military Leadership Education - U.S. Army Warrior Leader Course; Advanced Leader Course (Honor Graduate); documented in Joint Services Transcript (JST).

Certifications and Professional Development - Lean Six Sigma Green Belt (CLSSG); BCS Foundation Certificate in Business Analysis; DevOps Foundation; Oracle APEX development training; AI business-process training and executive leadership coursework.

Technical & Federal Systems — Oracle APEX, Advanced Excel, SQL, Power BI, SharePoint/Microsoft 365, Power Automate, Salesforce, Workday, PeopleSoft, Python/SQLite (AI-assisted); former Secret clearance, prior Public Trust.

EARLY CAREER & PORTFOLIO

Henry M. Adkins & Son — Election systems programmer and trainer; developed GEMS training curricula from technical documentation and instructed county election teams across Missouri, Kansas and Iowa.

Portfolio — charlottealward.com/how-i-work-subcontracts | charlottealward.com/how-i-work-lean