

CHARLOTTE ALWARD

AI ENABLEMENT & OPERATIONAL TRANSFORMATION LEADER

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PROFESSIONAL SUMMARY

Enterprise operations and AI enablement professional with 9+ years at Cerner and Oracle Health transforming complex workflows into governed, auditable systems. Architected an Oracle APEX platform for a \$300M+ VA EHR modernization subcontract portfolio, delivering 2.5x faster processing, 90% fewer email-driven approvals, and a reduction from 20 approval steps to 5. Brings business analysis, Lean Six Sigma, stakeholder leadership, training, and governance together with hands-on AI-assisted software prototyping. Experienced translating business problems into requirements, solutions, controls, user guidance, and measurable outcomes.



PORTFOLIO

CORE COMPETENCIES

AI Enablement & Governance: AI use-case identification; AI solutions development; AI coding agents (Claude); functional requirements; prompt design; AI-assisted application development; human-in-the-loop review; UAT; adoption planning; risk and audit controls; staff training

Process & Change: Lean Six Sigma DMAIC; business process mapping; root-cause analysis; standard operating procedures (SOPs); controls design; stakeholder engagement; process optimization; KPI and executive reporting

Systems & Data: Oracle APEX; SQL and SQLite; Python/Tkinter (AI-assisted); relational data models; HTML/CSS/JavaScript (AI-assisted); JSON/CSV; requirements analysis; user acceptance testing; audit trails

Contracts, CLM & Vendor Operations: contract lifecycle management (CLM); commercial licensing; contract administration; contract risk; NDA/SOW/MSA; FAR/DFARS; federal subcontracts; IDIQs/task orders; supplier governance; CLIN/SLIN and SKU mapping; operational controls

PROFESSIONAL EXPERIENCE

Founder & CEO | AI Solutions Developer, Dragonfly Hills LLC | Dec 2025 - Oct 2026

- Applied business process analysis, Lean Six Sigma and workflow redesign to define functional requirements, systems architecture, data models, CLM controls, acceptance criteria, UAT and human review of AI coding-agent outputs.
- Designed Ozbek (federal/commercial enterprise lifecycles: CRM, bids/LOE, pricing, contracting, suppliers, programs and finance), Dragonfly OS (Python/SQLite command center), and a licensing CRM as AI-assisted functional prototypes covering workflow automation, contract controls, audit trails, KPIs, and reporting.
- Led commercial licensing, supplier due diligence, NDA/contract safeguards, financial operations, and IP risk decisions. Venture concluded Oct 2026; fully pursuing long-term, full-time employment.

Federal Subcontracts Administrator II, Oracle Health | Oct 2021 - Dec 2025

- Architected and implemented an Oracle APEX relational platform for a \$300M+ subcontract portfolio supporting the U.S. Department of Veterans Affairs Electronic Health Record Modernization program, connecting agreements, task orders, CLIN/SLIN data, supplier pricing, approval routes, and reporting.
- Redesigned manual processes to achieve 2.5x faster processing, 90% fewer email-based approvals, and reduced approval steps from 20 to 5, improving traceability and execution speed.
- Sole administrator for Value Added Reseller supplier relationships; managed contractual requirements, financial controls, supplier performance, invoicing, deadlines, and FAR/DFARS compliance across complex federal acquisitions.
- Led cross-functional coordination for contract consolidation and repapering during the Cerner-to-Oracle transition; partnered with Program, Finance, Legal, Operations, HR, and compliance stakeholders on adoption, approvals, and GFE workflows.
- Developed process guidance, user instructions, approval routing standards, and controls documentation; improved handoffs and accountability across teams managing government-furnished equipment and supplier transactions.

Senior Engagement Controller, Cerner Government Services | Feb 2019 - Oct 2021

- Governed subcontract funding and financial performance across federal IDIQ task orders; maintained operational controls, reporting, and executive visibility into financial and delivery risks.
- Helped lead a cross-functional onboarding improvement initiative that reduced cycle time by approximately 25%; developed execution plans, training materials, process trackers, and accountability checkpoints.

- Established government-furnished equipment control processes and coordinated HR, operations, compliance, and systems partners to standardize intake, ownership, and transition procedures.

Senior Project Coordinator / Senior Administrative Assistant, Cerner | Sep 2016 - Feb 2019

- Coordinated priorities and executive reporting across as many as 12 portfolios; supported the Operations VP in a chief-of-staff capacity through meeting cadences, strategic documentation, and cross-functional follow-through.
- Created leadership briefings, decision materials, and reporting frameworks that improved visibility into dependencies and organizational priorities.

Sergeant (E-5) | Personnel & Team Leadership, U.S. Army National Guard | 2009 - 2017

- Led and coached a seven-soldier team; supported brigade personnel operations and administrative compliance for more than 250 soldiers; completed Advanced Leader Course as an Honor Graduate.
- Compiled personnel-readiness reporting for 300+ personnel with under 3% variance; reinforced accountability, team development, and consistent execution under operational constraints.

SELECTED AI & SYSTEMS PROJECTS

Ozbek (2026) | Enterprise Operations & Lifecycle Automation | AI-assisted prototype

Designed federal and commercial opportunity-to-closeout workflows spanning CRM, bids, contract and subcontract administration, decision gates, approvals, risk controls, audit records, financial visibility, and program handoff. Defined requirements for LOE and margin guardrails, clause evaluation and flowdowns, role-based review, and cross-stage data continuity. Prototype demonstrations use fictional data.

Dragonfly OS (2026) | AI-assisted Python/Tkinter and SQLite operations desktop application

Designed an integrated operations command center with 25+ relational tables for actions, risks, deadlines, documents, and finances; incorporated bank CSV imports, rule-based file classification, backup/recovery, migration logic, logging, and status dashboards.

TempaSure CRM (2026) | AI-assisted, local-first web CRM prototype

Specified a contact and opportunity pipeline, outreach/follow-up workflow, NDA tracking, supplier assessments, and JSON backup/restore.

CERTIFICATIONS & PROFESSIONAL DEVELOPMENT

Credentials and training: Lean Six Sigma Green Belt (2025); BCS Foundation Certificate in Business Analysis; DevOps Foundation; Oracle APEX development training.

Additional training: Using AI to Reimagine Business Processes; Cerner Lean Process Mapping; Developing Executive Presence.

EDUCATION & LEADERSHIP TRAINING

Education: Southwest Baptist University - Business Management coursework (2009-2012); University of Central Missouri (formerly Central Missouri State University) - design/graphics coursework (1993-1994); University of Alaska Anchorage - Office Management & Technology coursework (1992). No degree conferred.

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