

CHARLOTTE ALWARD, CLSSG

PROCESS OPTIMIZATION • CONTINUOUS IMPROVEMENT • WORKFLOW AUTOMATION • U.S. ARMY VETERAN

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I turn fragmented, manual work into visible, measurable systems that run cleanly.

PROFILE

Process optimization and continuous improvement leader and Lean Six Sigma Green Belt (DMAIC) who diagnoses how work moves across people, systems, data, and handoffs, then designs and builds the fix: standard work, controls, dashboards, and automation. Built an Oracle APEX contract-operations platform for a \$300M+ federal portfolio and, as a startup founder, two AI-assisted operations systems from scratch. Brings deep federal contract management, contract lifecycle management (CLM), vendor management, and compliance experience to every process I touch. Rated a top performer every year, 2017 - 2025. My career spans graphic design and printing, election systems programming, Army HR leadership, operations, federal contracts, and product R&D, with one constant: I learn any system fast, find the gaps, and build the fix.



PORTFOLIO

SELECTED IMPACT

2.5x Faster processing after automation	90% Fewer email approvals	14 to 5 Routing touches per workflow	25% Onboarding cycle-time reduction	40% Subcontractor risk reduction
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CORE EXPERTISE

WORKFLOW ANALYSIS

Current & Future State • Process Mapping • Root Cause Analysis • Bottlenecks • Gap Analysis

PROCESS REDESIGN

Lean Six Sigma (DMAIC) • Continuous Improvement • Standard Work • SOPs • Cycle-Time Reduction

AUTOMATION & SYSTEMS

Oracle APEX • Python & SQLite (AI-assisted) • Approval Routing • Database Design • Cross-System Reconciliation • SaaS & DaaS

DATA & REPORTING

KPIs • Dashboards • Power BI • SQL • Exception Reporting • Data Integrity

CHANGE MANAGEMENT

Stakeholder Management • Training & Job Aids • Transition Planning • Adoption

GOVERNANCE

Contract Lifecycle Management • Vendor Management • Risk Registers • Audit Readiness

PROFESSIONAL EXPERIENCE

Founder & CEO | AI Solutions Developer | Dragonfly Hills LLC

Dec 2025 - Oct 2026

IP/licensing venture concluded October 2026 following a prior-art assessment; pursuing full-time employment. IP licensing venture for TempaSure, a passive temperature-indication technology.

- **Executive operations and governance.** Directed business strategy, budgeting, product planning, supplier management, commercial agreements, contract lifecycle management (CLM) requirements, compliance, and financial risk decisions.
- **Product R&D.** Developed and tested thermochromic ink formulations with a specialty pigment supplier, engineering a multi-threshold printed indicator calibrated to published burn-injury research and the EN 14350 child-safety standard. Validated performance across seven substrates (ceramic, glass, metal, fabric, silicone, aluminum, slate) and designed multi-part 3D-printed molds to prototype a silicone baby-bottle sleeve.
- **AI solutions development and process redesign.** Applied Lean Six Sigma, root-cause analysis and workflow mapping to build Dragonfly OS (Python/SQLite; 28 linked tables, 9 workspaces) for KPI reporting, risk/decision logs, document controls and cash-flow forecasts; designed Ozbek federal and commercial lifecycle workflows spanning CRM, bid/LOE, pricing, contracts, suppliers and execution.
- **Licensing CRM, CLM and commercial operations.** Built an AI-assisted licensing pipeline for supplier due diligence, NDA tracking, contract workflow stages, follow-ups, and vendor risk scoring; piloted with a restaurant partner.
- **IP and compliance.** Filed a provisional patent application and managed the patent process pro se; when prior art ended the patent path, made the evidence-based decision to stop rather than sink more money into it. Carried four trademark applications to USPTO Notices of Allowance and completed SAM.gov registration.

Federal Subcontracts Administrator II | Oracle Health (formerly Cerner)

Oct 2021 - Dec 2025

Senior-level scope: sole administrator for all Value Added Reseller suppliers on a \$300M+ subcontract portfolio supporting the \$23B+ VA EHRM program, a cloud-hosted EHR delivered as SaaS and DaaS.

- **Workflow diagnosis.** Analyzed end-to-end contracting and supplier workflows; surfaced control gaps, handoff failures, data inconsistencies, aging work, and execution risk.
- **Automation.** Architected and implemented an Oracle APEX platform integrating supplier, subcontract, task-order, CLIN/SLIN funding, SKU, pricing, approval, and reporting data into one auditable environment. Delivered 2.5x faster processing and 90% fewer email approvals.
- **Process redesign.** Reduced manual routing touches from 14 to 5 and a separate cycle-time measure from more than 20 days to 14, and raised on-time delivery from 84% to 97% through structured workflows, clear ownership, and decision points.
- **Cross-system design.** Created the missing data crosswalk linking commercial SKUs to federal task-order funding and subcontract workshare, strengthening traceability, reporting, and audit integrity.

- **Risk and performance.** Reduced subcontractor risk 40% and identified and resolved \$3M+ in supplier exposure through earlier issue visibility, structured escalation, data reconciliation, and performance intervention.
- **Change adoption.** Standardized SOW quality controls, checklists, training, and transition plans; aligned Legal, Finance, Procurement, Program Management, and suppliers through implementation.

Senior Engagement Controller
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Cerner Government Services
Feb 2019 - Oct 2021

Promoted in March 2020 from Engagement Controller (Feb 2019 - Mar 2020).

- **Operating-model design.** Built the Government Furnished Equipment operating model from the ground up, replacing fragmented intake, ownership, and reporting with disciplined lifecycle controls.
- **Backlog recovery.** Led a six-person cross-functional tiger team that diagnosed and cleared an onboarding backlog involving clearances, credentialing, and time-sensitive dependencies.
- **Cycle-time improvement.** Reduced onboarding cycle time 25% by redesigning sequencing, clarifying roles, and introducing trackers and operating cadences, sustained through documentation and training.
- **Decision support.** Turned utilization, funding, burn-rate, and dependency data into management reporting across five national projects; recognized by VA OIT leadership for national resource-management excellence.

Senior Project Coordinator
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Cerner Corporation
Sep 2016 - Feb 2019

Promoted in March 2018 from Senior Administrative Assistant (Sep 2016 - Mar 2018), managing up to 12 executive portfolios.

- **Executive operations.** Served in a chief-of-staff capacity to the Operations Vice President of Cerner Government Services: advised on priorities and strategy, prepared him for key decisions, and represented him in meetings.
- **Action-to-closure discipline.** Converted meetings and decisions into accountable actions, heat maps, trackers, and C-suite briefings that kept cross-functional work visible.
- **Enablement.** Created training content, facilitator guides, and process documentation; supported the launch of Cerner's Arlington, Virginia office for the VA program.

Human Resources NCO, Brigade S-1
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Missouri Army National Guard
Jan 2009 - Sep 2017

Sergeant (E-5). Full-time AGR through 2016; traditional Guard to 2017. Deployed to Kuwait, Operation Enduring Freedom, 2013 - 2014.

- **Regulated operations.** Managed personnel, readiness, records, and accountability workflows for 250+ soldiers in a high-accountability DoD environment.
- **Leadership and data quality.** Managed a seven-soldier squad for 4 years; produced daily accountability reporting for 300+ personnel during deployment with less than 3% variance. NCO evaluations in the top 5%. Represented the unit on the Women's Mentorship Council and served as Unit Fitness and Resilience Coordinator.

EARLY CAREER

Election Systems Programmer and Trainer
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Henry M. Adkins & Son
Early Career

- **Design, print, and systems.** Began computer graphic design at 15 and worked in the printing industry before programming county election data in GEMS under time-critical, quality-controlled workflows; converted the technical manual into user curriculum and trained county staff across Missouri, Kansas, and Iowa.

EDUCATION, CERTIFICATIONS & TOOLS

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.
Credentials and training: Lean Six Sigma Green Belt (CLSSG); BCS Foundation Certificate in Business Analysis; DevOps Foundation; Oracle APEX development training
Professional development: Using AI to Reimagine Business Processes; Cerner Lean Process Mapping; Developing Executive Presence; U.S. Army Warrior Leader Course and Advanced Leader Course (Honor Graduate); U.S. Army Joint Services Transcript (JST).
Tools: Oracle APEX • Python & SQLite (AI-assisted) • Power BI • SQL • Advanced Excel • Microsoft 365 • SharePoint • Webflow • Salesforce • Workday • PeopleSoft • ChatGPT • Claude • Claude Code





Lean
Subcontracts
Homepage