

CHARLOTTE ALWARD, CLSSG

CONTRACT MANAGEMENT • OPERATIONS • PROCESS IMPROVEMENT • WORKFLOW AUTOMATION • U.S. ARMY VETERAN

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PROFESSIONAL SUMMARY

Contract management and operations professional and Lean Six Sigma Green Belt who runs the contract lifecycle end to end and builds the systems behind it. Most recently sole administrator for a \$300M+ federal subcontract portfolio of reseller, licensing, and technology agreements at Oracle Health, where I designed an Oracle APEX contract lifecycle management (CLM) platform that delivered 2.5x faster processing and 90% fewer email approvals. Brings FAR-based subcontract administration (IDIQs, task orders, MSAs, SOWs), vendor management, risk governance, process redesign, and workflow automation, with close partnership across Legal, Finance, Procurement, and Program Management. Rated a top performer every year, 2017 - 2025. One constant across my career: I learn any system fast, find the gaps, and build the fix.



PORTFOLIO

SELECTED IMPACT

- 2.5x faster contract processing after automation
- 90% fewer email approvals
- 14 to 5 routing touches per agreement
- 40% vendor and subcontractor risk reduction

CORE SKILLS

Contract Management: Contract Administration, Subcontract Administration, Contract Lifecycle Management (CLM), MSAs, SOWs & Modifications, Renewals, Closeout

Federal & Commercial Terms: FAR/DFARS, FAR Flow-Downs, IDIQs & Task Orders, FFP, T&M & Cost-Type, NDAs & BAAs, Price Analysis, Licensing, SaaS & DaaS Agreements

Vendor Management: Supplier Performance, Vendor Evaluation, Risk Mitigation, Corrective Action, Negotiation Support, Stakeholder Management

Process Improvement: Lean Six Sigma (DMAIC), Process Mapping, Root Cause Analysis, Standard Work, SOPs, RACI, Cycle-Time Reduction

Automation & Systems: Oracle APEX, Python & SQLite (AI-assisted), Approval Routing, Database Design, Salesforce, Cross-System Reconciliation

Reporting & Controls: KPIs, Dashboards, Power BI, SQL, Invoice & PO Reconciliation, CLIN/SLIN Funding, Audit Readiness, Data Integrity

Cross-Functional Transformation: Contract Lifecycle Management (CLM), Federal Subcontracts, Business Operations, Vendor Management, Workflow Automation, AI Solutions Development, AI Enablement, Operational Excellence, Business Analysis, Executive Reporting, Risk Controls, UAT and SOP Development

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.
- **IP and compliance.** Filed a provisional patent pro se and stopped when prior art ended the patent path; carried four trademarks to USPTO Notices of Allowance and completed SAM.gov registration.
- **Contracts, CLM and vendor management.** Directed supplier screening, licensing negotiations/outreach, NDA and agreement controls, vendor risk grades, and a seven-stage contracting pipeline; piloted the product with a restaurant partner.
- **AI solutions development and workflow redesign.** Applied business analysis, process mapping, and Lean Six Sigma methods to design Dragonfly OS (Python/SQLite; 28 linked tables) with executive KPIs, decision tracking, risk registers, document controls and financial forecasts; defined Ozbek end-to-end federal and commercial operations workflows across CRM, bids, pricing, contracts, suppliers and execution.

Federal Subcontracts Administrator II | Oracle Health (formerly Cerner)

Oct 2021 - Dec 2025

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

- **Contract lifecycle management.** Managed subcontracts from intake, SOW development, and vendor evaluation through approval, execution, modifications, renewals, invoicing, and closeout across MSAs, SOWs, purchase orders, and reseller and licensing agreements.
- **CLM platform and automation.** Designed and implemented an Oracle APEX platform linking suppliers, subcontracts, task orders, CLIN/SLIN funding, SKUs, pricing, approvals, and reporting in one auditable system; 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 intake, clear ownership, and defined decision points.
- **Vendor risk governance.** Reduced subcontractor risk 40% and identified and resolved \$3M+ in supplier exposure through performance grading, SOW critique, terms review, escalation, and corrective action.
- **Negotiation and compliance.** Supported source selection, negotiations, and price analysis with Legal, Finance, Procurement, and Program Management; ensured FAR flow-down clauses, resolved contested terms, and supported audits.

- **Data integrity and adoption.** Built the crosswalk tying commercial SKUs to federal task-order funding and subcontract workshare, with invoice and PO reconciliation and portfolio reporting; rolled out checklists, training, and transition plans.

Senior Engagement Controller | Cerner Government Services

Feb 2019 - Oct 2021

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

- **Subcontract management.** Ran financial controls for 36 subcontractors under the 13-year VA EHRM IDIQ: purchase and change orders, funding, burn rates, invoice reconciliation, and monthly and quarterly reporting.
- **Operating-model design.** Built Government Furnished Equipment controls from scratch, including hand receipts, task-order alignment, COR visibility, option periods, and periods of performance.
- **Cycle-time improvement.** Led a six-person tiger team that cleared onboarding backlogs involving clearances, PIV credentials, and background investigations; reduced onboarding cycle time 25%.
- **Executive reporting.** Reported utilization, funding, burn rates, and onboarding across five national projects; recognized by VA OIT leadership for national resource-management excellence.

Senior Project Coordinator | 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.
- **Strategy alignment.** Connected Government Services KPIs to corporate objectives through priority reviews, heat maps, and C-suite briefings, and drove follow-through to closure.
- **Program launch.** Supported the launch of Cerner's Arlington, Virginia office for the VA program; developed briefings, training materials, and facilitator guides.

Human Resources NCO, Brigade S-1 | 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.** Directed personnel readiness, records, awards, and regulatory compliance for 250+ soldiers; translated Army regulations into enforceable procedures and inspection-ready records.
- **Leadership and accountability.** Managed a seven-soldier squad for 4 years; NCO evaluations in the top 5%. Produced daily accountability reporting for 300+ personnel during deployment with less than 3% variance. Served on the Women's Mentorship Council and as Unit Fitness and Resilience Coordinator.

EARLY CAREER

Election Systems Programmer and Trainer | Henry M. Adkins & Son

Early Career

- **Design, print, and systems.** Began computer graphic design at 15 and worked in the printing industry before programming GEMS election data; turned the technical manual into user curriculum and trained county election 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).

Clearance: Prior Public Trust; former Secret (U.S. Army)

Tools: Oracle APEX, Python & SQLite (AI-assisted), Power BI, SQL, Advanced Excel, Microsoft 365, SharePoint, Salesforce, Workday, PeopleSoft

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