CHARLOTTE ALWARD

PROCUREMENT ENABLEMENT | S2P PROCESS & SYSTEMS | AGENTIC AI WORKFLOWS

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PROFESSIONAL SUMMARY

Procurement enablement and operations transformation leader who finds the bottlenecks in how requests, approvals and supplier agreements move through an organization, then builds and governs the systems that run them. At Oracle Health, owned every reseller, licensing and technology supplier on a $300M+ subcontract portfolio and architected an Oracle APEX contract-approval platform that cut approval steps from 20 to 5. Built an LLM contract-analysis capability with token-metered spend controls. Oracle Health (formerly Cerner) organizational top performer every year, 2017-2025. Lean Six Sigma Green Belt; Army veteran.

Key results: $300M+ supplier portfolio | Approval steps cut 20 to 5 | 2.5x faster processing | 90% fewer email approvals

AI & AUTOMATION BUILDS (live demos and full detail at charlottealward.com)

Method: baseline, remove waste, then automate; requirements, human-in-the-loop review and UAT on every build.

Oracle APEX Contract Management Platform | *Oracle Health* | *Oracle APEX, SQL, APIs* | *production*

- Automated contract approval workflows end to end (20 steps to 5, 2.5x faster, 90% fewer email approvals); built financial tracking tied to task orders, CLINs and SLINs where none existed, including SKU-to-CLIN/SLIN ordering; executive dashboard showing pipeline, approval status and ownership.

Ozbek | Demo suite | *Enterprise operations platform* | *Python (FastAPI, SQLAlchemy), JavaScript* | *production build in testing*

- AI contract analysis (LLM integrated via API, token-metered): grades the strength of existing clause language against public sources and proposes stronger wording with tradeoffs; researches every clause applicable to the contract type, flags missing clauses and milestone misalignment, and cites quoted evidence. Token spend capped per company, analysis and request.
- Workflow automation and integration: department-gated approvals with segregation of duties and server-stamped decision history; LOE builder with CSV import and margin-floor policy; Word, PDF and Excel generation to OneDrive; duplicate-safe CRM import (Salesforce, Dynamics 365, HubSpot).
- End-to-end lifecycle on one connected record: opportunity, bid and LOE, approval, award, contract, delivery, warranty and closeout, with a permanent reference that carries every transaction and audit event.
- Staffing and financial control: continuous staffing-strength analysis (filled and vacant roles, utilization, overallocation) and burn-rate tracking against the approved LOE, feeding EAC and quarterly forecasts; warranty forecasts build in year-over-year cost increases.

DFH Operations Control Center (Dragonfly OS v3.3) | *Python, Tkinter, SQLite*

- Ran the company on a 10-module, 27-table command center: financials tracked from imported bank and card statements (duplicate detection, recurring income, planned vs. variable spend, allocation rules) with monthly burn rate and cash runway forecasting; risk register, decision queue and deadlines; KPI drill-downs and a generated Weekly CEO Report.

DFH CRM (v5.1) | *HTML, JavaScript* | *ran DFH licensing outreach*

- Licensing CRM: tiered contacts tracked from research to signed deal, 4-step outreach sequences, activity logging, automated reminders with calendar export, an NDA log with share authorization, and supplier risk scoring.

CORE COMPETENCIES

Procurement Enablement: Source-to-pay (S2P) governance, intake and approval redesign, supplier onboarding and screening, supplier performance, CLM and contracting fundamentals

Systems & AI: Agentic and LLM workflows, AI coding agents, Oracle APEX, Python, Power Automate, requirements gathering, solution design, UAT

Process & Change: Lean Six Sigma (DMAIC), end-to-end process redesign, fewer handoffs, RACI, user guides and training, adoption

Cross-Functional Governance: Legal, Finance, Procurement, Security and Program partnership; controls, audit trails, KPIs, FAR/DFARS

Leadership: Army NCO who managed a seven-soldier squad through an OEF deployment; directed a cross-functional tiger team

PROFESSIONAL EXPERIENCE

Founder & CEO | Dragonfly Hills LLC **Dec 2025 - Oct 2026**

- Founded and led a product IP licensing venture end to end; concluded Oct 2026 when prior art closed the patent path. Fully committed to and seeking full-time employment.
- Ran the business on self-built operations, CRM and lifecycle applications developed with AI coding agents.
- Stood up governance from zero: SAM.gov registration, financial controls, records and trade-secret controls.

Federal Subcontracts Administrator II | Oracle Health (formerly Cerner) **Oct 2021 - Dec 2025**

Sole administrator for all Value Added Reseller (VAR), software licensing and technology suppliers on a $300M+ subcontract portfolio supporting the $23B+ VA EHR Modernization (EHRM) program, a cloud EHR delivered as SaaS and DaaS.

- Created the SKU system with Oracle Corporation for the VA EHRM program across all VARs, linking Oracle orderable SKUs to CLIN/SLIN task-order funding and subcontract workshare; one traceable source for Finance, Program reporting and audit.
- Owned the contract lifecycle for every VAR supplier: MSAs, SOWs, NDAs, BAAs, modifications, renewals, closeout.
- Following Oracle's acquisition of Cerner, updated every VAR contract and managed suppliers and teams through the change.
- Led change management for the rollout: partnered with Legal, Finance, Procurement and Program Management to understand each team's needs before building; defined clear accountability with RACI matrices, wrote user guides and training content, and facilitated training that moved teams off email approvals onto the new routing standards.
- Led contract governance as the FAR/DFARS subject-matter expert advising executive leadership: authored policy and SOPs, enforced flow-downs, and held every VAR supplier to invoicing, performance and deadline commitments; policy-aligned reporting cut subcontractor risk 40%.

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

Promoted from Engagement Controller, Mar 2020.

- Directed a six-person cross-functional tiger team that redesigned onboarding, cutting cycle time 25%.
- Designed the Government Furnished Equipment (GFE) accountability process and tracking system where none existed, with VA COR teams, aligned to FAR Part 45 government property requirements with audit-ready custody records; recognized by VA OIT leadership.
- Owned financial accountability for all 36 program subcontractors: POs, change orders, funding, burn rates, invoicing.

Senior Project Coordinator | Cerner Corporation **Sep 2016 - Feb 2019**

Promoted from Senior Administrative Assistant, Mar 2018.

- Chief-of-staff capacity for the Government Services Operations VP: owned KPIs, C-suite reporting and operating cadence; supported 12 executive portfolios.
- Helped stand up the Arlington, VA federal office; authored training programs and process documentation.

Human Resources Specialist, Sergeant (E-5) | U.S. Army National Guard **Jan 2009 - Sep 2017**

Full-time Active Guard Reserve 2009-2016; Operation Enduring Freedom deployment, Kuwait, Nov 2013 - Jun 2014.

- Managed and mentored a seven-soldier squad for four years, including OEF; NCO evals in the top 5%; recognized by the J1.
- Led the unit fitness and resilience program; unit representative on the Women's Mentorship Council.

CERTIFICATIONS

Lean Six Sigma Green Belt (2025) | BCS Business Analysis Foundation | DevOps Foundation | Oracle APEX Developer | Use AI to Reimagine Business Processes | Lean Process Mapping | HubSpot Revenue Operations (2026) | IBM AI Foundations (in progress)

EDUCATION & MILITARY LEADERSHIP EDUCATION

Business Management coursework (87 credit hours): Southwest Baptist University; additional coursework at University of Central Missouri and University of Alaska Anchorage

Army leadership education: Advanced Leader Course (Honor Graduate); Warrior Leader Course (Distinguished Honor Graduate); Army Commendation Medal and five Missouri ARCOMs; 27 ACE credits

TECHNOLOGY & CLEARANCE

Oracle APEX | SQL | Python | JavaScript | Power BI | Excel | SharePoint | Power Automate | Microsoft 365 | Salesforce

Former Secret clearance; prior Public Trust. U.S. Army veteran (OEF, Kuwait).