CHARLOTTE ALWARD

AI ENABLEMENT | AI GOVERNANCE & ADOPTION | WORKFLOW AUTOMATION

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PROFESSIONAL SUMMARY

AI enablement leader who connects business strategy, Lean Six Sigma and hands-on AI engineering to measurable value. Works with leaders to find bottlenecks and high-value use cases, prioritizes them by impact, risk and ROI, then builds, governs and drives adoption of the solution. Built LLM contract analysis with token-metered spend controls; at Oracle Health, built an APEX platform that cut approval steps from 20 to 5. Oracle Health (formerly Cerner) organizational top performer every year, 2017-2025. Lean Six Sigma Green Belt; Army veteran.

Key results: Approval steps cut 20 to 5 | 2.5x faster processing | 90% fewer email approvals | 25% faster onboarding

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.

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.
- 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.
- Executive dashboard and early warning: quarterly awards, weighted pipeline, what-slipped-and-why view, and 30/60/90-day warnings on staffing, funding runway and supplier delivery.
- 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).

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.

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

AI Enablement & Governance: LLMs (Claude, ChatGPT), AI coding agents, use-case discovery and ROI prioritization, AI spend and usage controls, human-in-the-loop review, responsible adoption

Building & Data: Python, JavaScript, SQL, Oracle APEX, LLM integration via API, relational data models, system integrations, Power Automate, Power BI

Change & Adoption: Lean Six Sigma (DMAIC), process mapping, change management, RACI, user guides and training, stakeholder management, SOPs

Governance & Domain: Controls design, audit trails, KPIs and executive reporting, contract lifecycle management (CLM), federal contracting

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.

- Diagnosed why email-driven approvals stalled, then built the APEX platform; $3M+ supplier risk eliminated.
- 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.
- 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%; steered contract consolidation and repapering through Oracle's acquisition of Cerner.

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).