Gloria Stephen

Program & Product Manager · Federal CLM · A&D

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Program and product manager with **2.5 years building IBM LambdaX CLM**, an AI contract lifecycle platform for government contractors, in production at six US defense and space companies. Works fluently across **FAR, DFARS and agency supplements**, federal forms (**SF30, SF33, SF26, SF1449**) and **SAP ECC / S/4HANA integrations**. Takes ideas from AI prototype to spec to release with engineering, QA, leadership and customers.

IN PRODUCTION AT

KEY RESULTS

Hours → <5 min
Contract setup from an award PDF with AI extraction

Days → one view
To see every change in an SF30 modification

7 of 7
Committed roadmap features shipped, Q2–Q3 2026, plus ~40 improvements and 35+ fixes

7 h → 20 min
Demo environment setup with reusable multi-currency data sets

EXPERIENCE

Senior Product Analyst, IBM LambdaX CLM

Cognitus, now part of IBM — May 2024 – Present

- **SF30 modification tracking:** owned requirements and acceptance criteria across two releases: line-item diffs, traceable clauses added in a mod, editable non-library clauses, data carried forward into new mods.
- **AI contract extraction:** took it from developer prototype to customer-ready. Standard form recognition, CLIN/SLIN extraction, clause-to-section (UCF) mapping and OCR. Validated on real awards; wrote client technical documentation.
- **SAP S/4HANA and Salesforce integrations:** wrote requirements and led acceptance testing; worked with customer IT on field mapping and data flows.
- **Roadmap and releases:** co-authored FY26 and FY27 roadmaps with senior leadership; sized every epic at 2–3 weeks; took releases from planning through QA sign-off to launch.
- **Pre-sales:** tailored demos for Honeywell, Thales and General Atomics; proof-of-concept environments; RFI/RFP responses and security questionnaires.
- **Onboarding:** enterprise customers from kickoff to go-live: configuration, data import, UAT, training and walkthrough videos as single point of contact.
- **Customer friction:** logged 34 issues with video evidence; most fixed in the next release, larger requests planned on the roadmap; a major customer retained.
- **Patent ideation:** led prior-art review that shortlisted a three-candidate family around clause versions across the mod chain.

FAR AND SUPPLEMENTS

FAR · DFARS · DFARS PGI · AFARS · DAFFARS · NMCARS · NFS · GSAR · DEAR · HHSAR · Class deviations · acquisition.gov

FEDERAL FORMS

SF30 · SF33 · SF26 · SF1449 · SF1442 · SF18 · DD1155 · DD254 · DD1423

CONTRACTS AND COMPLIANCE

IDIQ · BOA · Task orders · CLIN/SLIN/ACRN · FFP · CPFF · CPIF · T&M · Bilateral mods · Flow-down · 252.204-7012 · CMMC 2.0 · NIST 800-171 · ITAR/EAR · TINA · CAS · FedRAMP Mod

SAP AND INTEGRATIONS

SAP ECC · S/4HANA · Ariba · BTP · Salesforce · Dynamics · VA01 · ME21N · WBS (PS) · Funds mgmt · Business Partner · OData · BAPI/RFC · IDoc · SAP CPI · REST

Award → CLM → S/4 SO/WBS → SF30 sync

PRODUCT AND DELIVERY

Roadmaps, specs and acceptance criteria, release planning, UAT and go-live, demos, RFP responses, AI prototyping with Claude Code, Codex and IBM Bob.

TOOLS

Jira, GitLab, Postman, SQL, Python, Power BI, Tableau, Excel, Figma, Notion, n8n

- **Hands-on builds:** browser-driven QA harness (11 defects in one pass); approval workflows, Teams/Slack automations and a 10-widget dashboard via platform APIs; engineering metrics for 30 engineers in 5 countries; FedRAMP Moderate documentation.

Research Assistant, Kent State University

Crawford College of Business, Kent, OH — Aug 2022 – Dec 2023

- Research paper on convolutional neural networks for medical imaging with Python, Spark and Pandas.

Business Analyst, Cognizant (Google account)

Hyderabad, India — Nov 2020 – Aug 2022

- Led business-verification data reviews for Google Maps listings; built Power BI reporting from cleaned customer-service data.

EDUCATION

MSc Business Analytics — 2023
Kent State University

BSc Computer Science — 2020
St. Francis College

CERTIFICATIONS

- IBM AI Product Manager
- IBM Generative and Agentic AI
- IBM Leadership Essentials (MD 101)
- Agile Project Management
- Power BI and SQL

THE GOVERNMENT CONTRACT LIFECYCLE, AS I'VE WORKED IT

01 · Award intake
PDF to structured data
Standard form recognition (SF26, SF33, SF1449), CLIN/SLIN extraction, clauses mapped to UCF sections A–M, OCR.

02 · Modifications
Field-by-field diffs
SF30 bilateral and unilateral mods compared across the P0000x chain, including funding (ACRN) and scope changes.

03 · Compliance
FAR and supplements
Clause library synced with acquisition.gov, prime-to-sub flow-down, compliance matrix, deviation checks.

04 · ERP and workflow
Approvals and SAP sync
Multi-level approvals and compliance routing; contract and CLINs pushed to S/4HANA sales orders and WBS.

IF I JOIN ICERTIS: FIRST 90 DAYS

Days 1-30 · Learn
Platform and federal customers
Learn the federal setup of Icertis Contract Intelligence and its SAP Ariba integration; join public sector demos and calls; list gaps against what A&D contract teams ask for.

Days 31-60 · Own
One federal workflow
Pick an area with the team, such as SF30 mod tracking, flow-down or S/4HANA sync; write build-ready specs and acceptance criteria; prove it with a working prototype.

Days 61-90 · Ship
Release and pursuits
Get it into a release with QA sign-off; support a live federal pursuit with demos, RFP answers and security questionnaires.