Leslie Dickinson

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Professional Summary

Strategic business leader with 15+ years of experience in Contract Administration, Sales Operations, and Proposal Management. Proven track record of reducing risk, streamlining operations, and driving revenue growth through cloud-based solutions, process automation, and cross-functional collaboration. Recognized for building efficient systems and delivering measurable results in complex, global organizations. Over 15 years of remote work success with an established home office and seamless collaboration across U.S. and international time zones.

Key Achievements

- Reduced contract execution time by 40% through adoption of e-signature solutions.
- Streamlined agreement approval workflows, cutting 'time-to-contract' delays by 30%.
- Implemented contract challenge tracking within CRM to flag and resolve potential risks.
- Led contract due diligence during acquisition, ensuring compliance and successful transition.
- Implemented dynamic document generation tools within CRM, improving accuracy and efficiency of statements of work and agreements.
- Directed international proposal teams, achieving faster RFP turnaround and improved client-focused responses.

Professional Experience

Astadia, Inc. (An Amdocs Company) – Remote Tulsa metro & Dallas metro

Directed contract administration and sales operations functions to reduce risk, streamline processes, and enable sales success across the organization. Partnered with Legal, Finance, and Sales leadership to manage complex agreements, acquisitions, and compliance initiatives.

Director, Contract Administration (2018 – Present)

- Review and redline NDAs, MSAs, and partner agreements, ensuring legal compliance and alignment with corporate standards.
- Manage full contract lifecycle from redline through execution, reducing approval cycle time by ~25%.
- Manage compliance and contract challenge processes, mitigating legal and operational risks.
- Maintain agreement repository and tracked contract challenges in CRM, reducing risk exposure and audit findings.
- Update and standardize contract templates library, improving template reuse and consistency across practices.
- Serve as Legal Lead for acquisition, supporting due diligence and transition processes.

Director, Sales Operations (2008 – 2018)

- Restructured legal agreements and streamlined contract generation and approval workflows with automated cloud tools, cutting cycle time by ~30%.
- Served as salesforce.com administrator managing system, creating new solutions.
- Designed and implemented Standard Operating Procedures (SOPs) integrated with Salesforce automation to enhance process compliance and forecasting accuracy.
- Trained all new hires on SOPs and CRM utilization ensuring faster ramp-up and stronger compliance.
- Calculated and audited monthly commissions with Finance, ensuring financial modeling accuracy and audit readiness. Introduced dashboards and metrics tracking for close rates, win rates, and quota attainment.

Serco (formerly Intelenet Global Services) – Remote Dallas metro

Director, Sales Operations (2005 – 2008)

- Established a North America sales division, implementing structured sales processes and CRM integration.
- Implemented RFP software, reducing proposal preparation time and improving response quality.
- Managed proposal editing and compliance, ensuring U.S. standards were consistently met.

Mphasis BOP/IT Services – Remote Dallas metro

Senior Proposal Manager (2003 – 2005)

- Directed two international proposal teams, producing client-focused, solution-based RFP responses.
- Developed and standardized proposal processes, incorporating automation tools to increase consistency.
- Trained new team members on proposal systems, SOPs, and CRM utilization.

Performance Recognition

- North America Top 3
- CEO Club
- Golden Glove Award
- Above and Beyond Award
- President's Club – Top 50 Performers

Tools and Platforms

- DocuSign CLM
- Salesforce.com
- Microsoft (Outlook, Word, Excel, Teams, PowerPoint, Visio, SharePoint)
- Familiar: Hubspot, Google Docs, IronClad