

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

Lead contract administration and sales operations functions to reduce risk, streamline processes, and enable sales success across the organization. Partner with Leadership, Legal, and Finance to accelerate decision-making, driving operational efficiency, and ensuring cross-functional alignment across mission-critical initiatives including complex agreements, compliance initiatives, and acquisitions.

Director, Contract Administration (2018 – Present)

- Redline and Negotiate NDAs, MSAs, and partner agreements to protect business interests, ensure compliance to corporate standards, and accelerate deal closure.
- Contract lifecycle management from negotiation through execution, cutting approval cycle time by ~25% and strengthening governance.
- Lead compliance and contract dispute resolution processes, proactively mitigating legal and operational exposure.
- Optimize contract repository and CRM-based challenge tracking, reducing audit findings and improving visibility into risk indicators.
- Modernize and standardize contract templates library to boost efficiency, accelerate contract turnaround, and enforce consistency enterprise-wide.
- Serve as Legal Lead during acquisition, driving due diligence, contract migration, and seamless post-close integration.

Director, Sales Operations (2008 – 2018)

- Redesigned contract architecture and automated workflows using cloud-based tools, improving contract velocity by ~30%.
- Administered Salesforce, architecting custom automation and workflow solutions to improve sales execution and data integrity.
- Designed and implemented Standard Operating Procedures (SOPs) integrated with Salesforce automation to enhance process compliance and forecasting accuracy.
- Built and delivered onboarding curriculum for SOPs and salesforce.com usage, accelerating new-hire productivity and compliance adherence.
- 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 BPO/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.

Education

No formal degree — career built on proven expertise

- 7 years contract lifecycle management
 - Paralegal | Compliance | Contract management/repository | Negotiation
- 17 years business operations
 - Standard Operating Procedures | Dynamic Document Generation | CRM management | Training
 - Operational startup | Teams Supervision
- Mt. San Antonio College (some courses completed)

Skills

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| <ul style="list-style-type: none">• Technical<ul style="list-style-type: none">• DocuSign CLM Adobe Sign• Salesforce.com• Microsoft (Outlook, Word, Excel, Teams, PowerPoint, Visio, SharePoint)• Familiar: HubSpot Google Docs Ironclad | <ul style="list-style-type: none">• Interpersonal<ul style="list-style-type: none">• Communication• Collaboration Teamwork• Problem-Solving Negotiation• Adaptability• Critical Thinking• Time Management |
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