

# Leslie Dickinson

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## Professional Summary

Senior Business Operations, Contract Administration, and Sales Operations leader with 15+ years optimizing contract governance, driving CRM automation, improving forecasting accuracy, and strengthening cross-functional decision-making. Known for building scalable systems, reducing operational risk, and leading remote teams across U.S. and international time zones. A trusted partner to Legal, Sales, Finance, and Executive leadership with a proven ability to streamline workflows, enhance compliance, and accelerate organizational performance.

## Experience Tracks

- Contract Administration & Compliance: Redlining, negotiation, lifecycle management, dispute resolution, risk tracking, template standardization.
- Sales Operations & CRM Automation: Forecasting, Salesforce automation, SOP development, dashboards, commissions, sales enablement.
- Business Operations & Strategic Enablement: Cross-functional alignment, operational governance, process optimization, executive support.
- Proposal Management: Global proposal team leadership, RFP process improvement, automation, quality control.

## Selected Wins & Metrics

- Cut contract execution time by 40% using e-signature workflow modernization.
- Reduced agreement approval delays by 30% with redesigned process pathways.
- Built CRM contract risk-tracking reducing audit findings and increasing visibility.
- Improved contract velocity ~30% by redesigning contract architecture and automation.
- Created Salesforce dashboards improving pipeline visibility, forecasting accuracy, and win-rate insights.
- Directed international proposal teams accelerating RFP turnaround and improving client alignment.
- Developed enterprise SOPs strengthening governance, compliance, and data integrity.

## Remote Work Excellence

- 15+ years collaborating across U.S., EMEA, and APAC time zones in fully remote environments.
- Established secure home office supporting confidentiality, compliance, and high-availability communication.
- Experienced in remote leadership, training, cross-functional coordination, and team enablement.

## Professional Experience

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

#### Lead Contract Administration, Sales Operations & Business Operations | 2018 – Present

- Manage end-to-end contract lifecycle including redlining, negotiation, compliance, governance, and execution.
- Lead dispute resolution and compliance processes mitigating legal, financial, and operational exposure.
- Reduce approval cycle times by ~25% through process redesign and workflow standardization.
- Optimize contract repository and CRM-based risk tracking improving audit readiness and visibility.
- Serve as Legal Lead during acquisition driving contract review, migration, and post-close integration.
- Administer Salesforce, building workflow automation increasing forecasting accuracy and data integrity.
- Develop SOPs aligned with automated workflows enhancing compliance and operational performance.
- Build dashboards for win rates, close rates, and quota attainment improving leadership insights.

### Serco (formerly Intelenet Global Services) – Remote Dallas Metro

#### Sales Operations | 2005 – 2008

- Built North America sales division infrastructure including CRM integration and process design.
- Implemented RFP software reducing preparation time and improving proposal response quality.
- Managed proposal compliance ensuring alignment with U.S. standards and client requirements.

### Mphasis BPO/IT Services – Remote Dallas Metro

#### Proposal Management | 2003 – 2005

- Led international proposal teams producing high-quality, solution-based RFP responses.
- Standardized proposal processes implementing automation for consistency and productivity.
- Trained global teams on SOPs, CRM tools, and proposal compliance.

## Education & Professional Development

No formal degree — career built on proven expertise

- 7+ years Contract Lifecycle Management • Paralegal • Compliance • Repository Management • Negotiation
- 17+ years Business & Sales Operations • SOP Development • Salesforce Automation • Forecasting • Training
- Operational Startup • Team Supervision
- Mt. San Antonio College (some coursework completed)

## **Skills**

Technical: Salesforce.com • DocuSign CLM • Adobe Sign • Microsoft Office Suite • SharePoint • RFP Systems • Workflow Automation

Professional: Contract Negotiation • Sales Operations • Compliance • Supplier Management • Forecasting • Reporting • Risk Mitigation • Cross-Functional Leadership • Communication • Data Integrity • Training & Enablement