Patti Oldmixon

pattioldmixon@gmail.com
207-776-9081

Business Operations Executive

Professionally, I have focused my career on improving Sales Team productivity by identifying roadblocks to success, breaking down problems and implementing specific action plans.

Dynamic executive with experience leading teams through process improvements to automate sales activities.

Strategy and Analytics	***Deal Management***	***Sales Compensation***
• Salesforce.com Implementation	• Non-Standard Deal Review	• Sales Compensation Planning
• Channel Management	• Pricing Strategies	• Sales to Revenue Planning
• Metric Analysis and Publishing	• Cash Flow & Profitability Analysis	• SPIFs and Annual Multipliers
• Campaign Development	• Validation of Network Design	• Booked to Bill Solutions
• Process Redesign/Problem Solving	• RFP Responses	• Quote to Cash Improvements
• Dashboards and Reports	• Contract Management	• Commission System Development

Professional Experience

IDEXX Laboratories **March 2014 – Current**

Senior Group Manager of Business Operations

- Expanding scope of responsibilities including implementation of new corporate fleet program supporting over 300 sales and service professionals throughout North America
- Expansion of the Sales Support Team which reviews and approves over 2000 requests per month while reducing the customer facing turn around time from 64 hours to 15 hours
- Management of Sales Analytics and Incentive Compensation Team including production of Tableau dashboards for executive and management consumption
- Strategic Planning for projects such as sales force expansion and implementation of new systems

FairPoint Communications **2008 – 2014**

Senior Director of Sales Operations

- Driving quote to cash improvements through Salesforce.com enhancements such as streamlined pre-sale deal approvals and contracting via electronic signatures, integrated campaign development and real-time reporting.
- In 2012 the team reviewed and approved over 1100 profitable cases, resulting in 580 sales worth $4.0M in MRC. 120% increase in Business Cases, 190% increase in closed rate, 233% increase in sold MRC from 2011.
- Compensation planning for up to 250 Sales Representatives, Sales Leaders and Support Personnel. Sales compensation calculations and payouts total nearly $5M per year

Verizon Communications **2007 - 2008**

IT Consultant

- Project Managed IT initiatives to improve Wholesale Order Entry technology.

Orchard Ridge, LLC **2004 - 2009**

Vice President

- Developed a 32 acre, 12 lot residential neighborhood development, including land selection, negotiation of acquisition, market research, interfacing with Contractors, Lenders, Attorneys and Real Estate Brokers

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Verizon ESG **2000 - 2003**

Corporate Account Manager

- Responsible for protecting and growing the existing sales revenue of 10 of Verizon's largest Boston customers
- Developed strategic professional relations with clients, addressed customers' business problems with Verizon's telecom and IT products and services including Complex Voice and Data Networks, CPE, Internet Access and Managed Services.
- Responsible for maintaining and growing $500,000 Monthly Recurring Revenue.

Education

Masters of Business Administration, Babson College, Wellesley, Massachusetts, 1997

Bachelor of Science in Finance, Bentley University, Waltham, Massachusetts, 1989

Leadership Maine Psi Class, Maine Development Foundation, 2015/2016

Board of Director Positions

- The Chinese & American Friendship Association of Maine (CAFAM) is a nonprofit organization whose purpose is to promote friendship and appreciation for Chinese culture. CAFAM hosts the largest Chinese New Year Celebration in Maine, drawing up to 1000 attendees annually, and runs a Chinese School which focuses on classes in Mandarin, calligraphy, art, song, and dance.
- Crown of Maine Organic Cooperative is a $1.7M food co-op that buys locally grown and made foods from over 200 sources and brings them to market throughout Maine and Eastern Massachusetts. Working on their Board of Advisors to assist with strategic planning, evaluating the annual business plan and prioritization of projects and capital requests.

Presentations and Publications

- SFDC Dreamforce 2013, Collaborative Forecasts Sessions. Two sessions, each attended by over 400
- Participated in a telecom industry panel discussion on Broadband Exhaustion and Strategies, attended by 200
- Authored a Sales Playbook for the Small Medium Business Sales Channel which addressed implementing an activity sales model, training expectations and performance standards

Tools and Technologies

- Salesforce.com
- Incentive Compensation System
- Echo Sign Electronic Signature
- Tableau Dashboard creation
- Lavastorm Analytics Tool for relating data
- Tablet Deployment for Sale Capture