

Benjamin LeBlanc

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EXPERIENCE

Docker, Inc.

Palo Alto, CA

Senior Sales Operations Analyst

Aug 2025 - Present

- Business Partner to VPs of Sales & CRO for executive forecast meetings, driving data consistency through weekly pipeline audits, stage progression tracking, and forecast reconciliation.
- Built a data-driven territory carving framework, shifting inputs from financial and headcount data to include product usage and adoption signals via Snowflake/SQL to optimize coverage, quota attainment, and performance.
- Deployed Salesforce Enterprise Territory Management alongside Account and Opportunity Teams, enabling dynamic territory assignments, multi-rep collaboration, and consistent pipeline visibility
- Designed a Salesforce Case management system centralizing Deal Desk and Sales Ops requests with approval automation and workflow routing, solely supporting 30+ daily tickets from a 110-person global revenue team with a sub-18-hour SLA.
- Built an internal RevOps AI agent using Claude Code and G-Suite to consolidate SOPs and serve as a self-service knowledge base for process documentation and team questions.
- Principal RevOps enablement lead on company-wide sales calls and new hire onboarding, training reps on process updates, tool adoption, and GTM workflows.

Sales Operations Analyst

June 2024 - Aug 2025

- Built Docker's first automated lead routing system, with Ringlead & Salesforce to reduce inbound time-to-contact from 10 days to under 1 day.
- Admin of GTM tech stack, architecting CRM integrations, field mappings and governance across revenue systems.
- Owned campaign-to-sequence infrastructure including Marketo lead routing, Calendly workflows, Common Room plays, and event outreach to standardize execution across all campaign types in collaboration with marketing
- Built end-to-end BDR prospecting workflows combining web traffic, PQLs, Common Room intent signals, product usage data, and GitHub activity to route prospects into automated Outreach sequences.

Deal Operations Associate

May 2023 - June 2024

- Shipped Docker's first AI workflow for revenue teams, building an AI-powered contract language generation system and leading GTM enablement for AI adoption across the sales org.
- Owned deal desk operations for 80% of closed deals (\$200M ARR), validating POs and contract terms.
- Managed end-to-end quote-to-cash workflows, supporting order bookings in AWS and Azure Marketplace
- Served as CRM ARR reporting and revenue recognition SME for the Director of Finance and CFO, building automated audit workflows supporting monthly close and board-level financial reporting.

NextGen Federal Systems

Morgantown, WV

Software Development Intern

Aug 2022– May 2023

- Built ETL pipelines in Python, SQL, and PySpark to consolidate sales and product data across disparate systems, establishing a single source of truth for account-level reporting
- Developed a customer renewal likelihood scoring model in Spark MLlib, trained on historical account activity and product usage signals, delivering propensity scores to the sales team to prioritize outreach
- Partnered with sales to translate business requirements into technical specs and deliver actionable data

Palo Alto Networks

Santa Clara, CA

Business Development Representative Intern

May 2022 - Aug 2022

- Prospected and qualified leads as a BDR, contributing over \$260K in sourced opportunities.
- Built and optimized prospecting sequences in Outreach across TOLA enterprise accounts, partnering with AEs and Marketing to standardize outbound playbooks adopted by the broader BDR team

SKILLS

Technical: Python (Pandas, PySpark), R, SQL, Git, Docker, Tableau, PowerBI, Looker. Claude Code, Cursor, Sigma

Tech Stack: SFDC, Zapier, Common Room, Tackle, Ringlead, Chorus, Lusha, Outreach, LeadIQ, ZoomInfo, Sales Navigator, HubSpot, CPQ, Clari, RingLead, Jira, Gong, n8n

EDUCATION

West Virginia University | Bachelor of Science in Business Administration

Relevant Coursework: Business Data Mining and Visualization, Database Management Systems, Computer Science