

# Robin Cullotta

## Director of Information Technology

I am an established Director of Information and Technology and Project Manager integrating technology and business solutions across public and private sectors. I have continually exceeded goals and met KPIs through PMO leadership, IT department management, and technical process improvement. In addition to overseeing large-scale technology initiatives, I develop and implement best practices to optimize IT / Business performance, and write Standards of Procedure (SOPs). My work history shows flexibility, resourcefulness, loyalty and compassion for people.

✉ robinc33@gmail.com

📞 6305146065

📍 Crest Hill, United States

🌐 [linkedin.com/in/robincullotta](https://www.linkedin.com/in/robincullotta)

## SKILLS

Microsoft Office

Windows 10 & 11

Project Management

Vendor Management

Security Awareness Training

Technical Process Improvement

Leadership & Management

SharePoint

Yardi

JDEdwards

Continuum

VoIP & Telecommunications

Proactive

Inclusive

Innovative

Efficient

Organized

Dedicated

## WORK EXPERIENCE

### Director of Information Technology

TLC Management, Co.

02/2022 - Present

Chicago, IL

#### Achievements/Tasks

- Partner with the Executive Leadership Team to drive organizational change and improve efficiency through the use of technology.
- Maintain knowledge on emerging IT trends and cyber security; take proactive steps to protect from, and resolve, security breaches.
- Develop/plan for reliable software and hardware operations with the emphasis on software expertise; develop and monitor project plans for IT hardware/software and assist with implementation.
- Work collaboratively and share task assignments with all IT department staff to manage the deployment and support of all IT operating systems and equipment.
- Develop the IT budget and negotiate vendor and consultant contracts.
- Responsible for assigned staff, including employment, training, supervision, support, and performance feedback.

### Product and Solution Delivery Lead/IT Project Manager

Sharp Business Systems

12/2018 - 02/2022

Downers Grove, IL

#### Achievements/Tasks

- Pre and post sales business development - proposal writing, SOW creation / estimating, product implementation and training.
- Develop and implement standard operating procedures (SOPs) - internally for Sharp and externally for clients.
- Technical background/knowledge with a specific focus on Microsoft technologies and overall IT concepts (networking, servers, Microsoft desktop, server and cloud offerings).
- Project management services for software and hardware initiatives.
- Managing engineers on various client projects i.e., server migrations, O365 setup and migrations, and advance security implementations.

Contact: John Machacek, Chief Technology Officer - [jmachacek@coretechnow.com](mailto:jmachacek@coretechnow.com) (815) 245-8855



## WORK EXPERIENCE

### Technical Support Administrator

IRC Retail Centers, Inc. (formerly Inland Real Estate Corporation)

04/2013 - 12/2018

Oak Brook, IL

#### Achievements/Tasks

- Troubleshoot MS Office, SharePoint, Adobe, proprietary software, mobile applications and insuring application consistency/updates; researching and implementation of new software.
- Ordering and maintenance of all computers, peripherals, printers and mobile devices; image and configure the workstations/computers and install hardware, and desk-side support.
- Printer and copier maintenance and troubleshooting as necessary.
- Liaison to the Managed Service Provider; coordination of all standard operating procedures for all software, tickets submitted by employees and training the Company on any new software and/or equipment.
- Coordination of new hires and separations.
- Diagnosing and solving network connectivity/VPN issues.

Contact: Kevin McCann, Chief Information Officer - kevin\_j\_a\_mccann@yahoo.com - (630) 842-3597

### Systems Administrator

Inland Computer Services, Inc.

05/2005 - 04/2013

Oak Brook, IL

#### Achievements/Tasks

- Provided strategic project management and end-to-end technical support to multiple business units. Researched, diagnosed, and resolved IT issues and problems, creating process standards and maintaining software, hardware and SQL databases.
- Assisted in the procurement of software and hardware for the 65 entities of the Inland Group of Companies.
- Resolved complex escalations as an SME and closed over-average amounts of tickets each month.
- Assisted with emergencies in after-hours situations; was on-call 24/7.
- Consistently exceeded all performance goals and objectives.

Contact: Jeff Hazel, Director, Project Management Office - jeffhazel@hotmail.com - (630) 308-6732



## VOLUNTEER EXPERIENCE

### Vice President, Board of Directors

Sudden Infant Death Services of Illinois, Inc.

10/2007 - Present

Liste, IL

*Sudden Infant Death Services of Illinois, Inc. is a statewide, not-for-profit 501(c)(3) organization dedicated to: educating the professionals, individuals, and the public at large about recommended maternal and infant care practices to prevent sudden, unexpected infant death. Supporting bereaved family members and others who have been touched by the tragedy of a sudden, unexpected infant death. Advocating for public awareness and engaging in collaborative community and statewide efforts to reduce sudden, unexpected infant death. Utilizing current evidence based recommendations by the American Academy of Pediatrics (AAP), the Center for Disease Control (CDC) and others to guide the mission of Sudden Infant Death Services of Illinois, Inc.*

#### Tasks/Achievements

- Coordinated efforts that resulted in two bills becoming law in Illinois in 2010 and 2011. Spoke at the House of Representatives and Senate hearings on behalf of our daughter and the Organization; this testimony helped pass laws on education for new parents and day care providers in the State of Illinois.
- Coordinated events such as fundraising events including raffles, canisters for collections, website donations, family memorial fundraisers, grant writing, appeal letters, baby showers for low-income families, and memorial events for the bereaved families.
- Wrote Standards of Procedure for the Organization on Profit and Loss Statements for events, Special Event Guidelines, and Fundraising Agreements for our donors and sponsors.
- Lead Coordinator for the annual SWOT for the Organization; Executive Board Committee Member and Lead Volunteer.

Contact: Nancy Maruyama, Executive Director - nancy@sidsillinois.org - (630) 541-3901



## EDUCATION

---

### **Bachelor of Science - Theatre**

Illinois State University

08/1997 - 08/2002

Normal, IL



## REFERENCES

---

John Machacek, Chief Technology Officer

Contact: [jmachacek@coretechnow.com](mailto:jmachacek@coretechnow.com) - (815) 245-8855

Nancy Maruyama, Executive Director

Contact: [nancy@sidsillinois.org](mailto:nancy@sidsillinois.org) - (630) 661-6795