

ROBERT SKILLERN

CONTACT

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ACADEMIC BACKGROUND

GRAND CANYON COLLEGE

Currently enrolled Class of 2025
Master of Public Administration | GPA 3.8

SOUTHERN NEW HAMPSHIRE UNIVERSITY

Graduated with honors, Class of 2023
Bachelor of Science | GPA 3.5
Management Information Systems

SKILLS

Leadership
SQL and PL/SQL Query Writing
System Maintenance and Support
Test Plan Development
Project Management
Communication & Interpersonal Skills
Customer Service Management
Records Organization and Management Time Management
Technical Troubleshooting
Customer Service Support
Attention to Detail
Reporting Tools
Analytical Problem Solving
BI Tool and System Design
Data Visualization and Presentations
Teaching
Governing

SUMMARY

Accomplished professional with over 17 years of leadership experience across IT, education, customer service, project management, recruitment, and sales. Currently serving as a Part-Time Operations Manager, Board Member for the Board of Adjustments, and Substitute Teacher for Hays Consolidated ISD. Proven expertise in managing IT operations, creating test plans, and ensuring system compliance under pressure. Strong team leader with skills in SQL, data management, and cross-departmental collaboration. My strengths lie in client relations, strategic planning, and leveraging data analytics for decision-making, with a successful track record in federal governance, compliance, and fostering goal-oriented, collaborative environments.

WORK HISTORY

BOARD MEMBER, BOARD OF ADJUSTMENTS

City of Kyle | Kyle, TX
October 2024 - present

- Review and make decisions on variance requests, zoning appeals, and special exceptions to ensure compliance with local zoning ordinances.
- Conduct public hearings and collaborate with city officials, legal counsel, and the Planning and Zoning Department to interpret and apply zoning regulations.
- Issue rulings that balance the interests of property owners and community development, contributing to the city's long-term growth and regulatory fairness.
- Exercise sound judgment and impartiality in interpreting city codes and ordinances while considering community input and legal frameworks.
- Provide guidance to applicants and the public on zoning processes, regulatory requirements, and potential impacts of proposed changes.

SUBSTITUTE TEACHER

Hays CISD | Kyle, TX
October 2024 - present

- Implement lesson plans and maintain classroom order to ensure a productive learning environment in the absence of the regular teacher.
- Adapt teaching methods and materials to accommodate diverse learning styles and support student engagement.
- Communicate effectively with students, staff, and administration to address classroom needs and resolve issues.
- Provide feedback to regular teachers on student performance, behavior, and classroom activities during their absence.

IT OPERATIONS MANAGER

IMCollaboration | Dripping Springs, TX

October 2021 - present

- Managed IT operations for 1,800 users across 3 locations, ensuring 90% uptime and reducing downtime through proactive maintenance.
- Led IT projects, delivering on time and within budget, boosting efficiency by 15%.
- Monitored 1,900 systems, improving response times by 25% and reducing downtime by 10%.
- Developed IT strategies aligned with business goals, increasing efficiency by 35% and achieving 75% cost savings through automation.
- Managed a \$700K IT budget, cutting expenses by 6% and achieving a 12% ROI through strategic purchasing and vendor negotiations.

RECRUITER U.S. ARMY

U.S. Army | Des Moines, IA

January 2018 - August 2021

- Served as the Army's community ambassador, promoting awareness programs across 4,879 square miles.
- Managed employment records, including hiring, terminations, transfers, and promotions, using HR software.
- Guided candidates through job duties, compensation, benefits, and enlistment eligibility.
- Prepared Future Soldiers for training, counseling applicants, and processing enlistment applications.

SUPPORT SYSTEMS SPECIALIST

U.S. Army | Joint Base Lewis-McCord, WA

February 2015 - December 2017

- Maintained radio, data distribution, and information systems, providing technical support for computer networks.
- Installed, operated, and conducted maintenance on multi-functional systems and associated equipment in mobile and fixed facilities.
- Performed Information Services Support Office (ISSO) duties, including COMSEC management, records maintenance, and information assurance.
- Set up, repaired, and ensured proper installation of hardware, software, and peripheral devices.

SUPPORT SYSTEMS RETRANSMISSION TEAM CHIEF

U.S. Army | Camp Hovey, Republic of Korea

January 2014 - January 2015

- Plans, supervises, and integrates the installation, operation, and maintenance of Combat Net Radio (CNR), including radio, Division Level Retransmission (RETRANS), and Blue Force Trackers (JCR)
- Plans and provides unit-level training for CNR and Signal support equipment.
- Assists in Observer Controller (OC) installation and verification of CNR in support of Division Exercise-Evaluations;
- Plans, supervises, and executes RETRANS team deployments;
- Prepares maintenance and supply requests for unit-level signal support; responsible for the health and welfare, mentorship, and training of six Soldiers
- Implement controls to provide security for operating systems, software, and data
- Communicate with telecommunications vendors to obtain pricing and technical specifications for available hardware, software, or services.