

Robert Oltean

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Professional Profile

Seasoned and analytical professional with 30 years of experience in data-driven management, compliance auditing, and process optimization within a high-activity environments. Proven expertise in validating financial and operational data, managing stringent compliance audits, and developing efficient systems for accurate information retrieval. Eager to leverage a strong analytical skill set to secure data integrity and aiding in the successful execution of audit protocols.

Technical Support

IT Troubleshooting | POS Systems | Basic Network Security

Hardware/Software Diagnostics | System Documentation

Customer Service

Incident Resolution | User Training | Service Process Improvement

Operational Leadership

Cross-Functional Coordination | Vendor Management | Process Optimization

Professional Experience-

United States Postal Service | McHenry, IL

Rural Carrier Associate | 2024 – Present

Train colleagues on updated tracking software, improving route efficiency by 15%.

Document and escalate system errors using USPS ticketing system.

Delivered mail and packages to rural routes, ensuring timely and accurate distribution, a position that requires physical stamina, strong organizational skills, and a commitment to excellent customer service.

Operated postal vehicles safely and efficiently in various weather conditions.

Sorted and prepared mail for delivery, adhering to USPS procedures and regulations.

Provided excellent customer service, addressing inquiries and handling package pickups.

Maintained detailed records of deliveries, undeliverable mail, and route changes.

Rosati's Pizzeria | McHenry, IL

Operations & Technology Manager | 1999 – Present (part-time)

Data Analysis & Validation

Performed daily and weekly analysis of sales, inventory, and labor data to identify variances, trends, and anomalies, ensuring 100% accuracy for financial reporting.

Validated and reconciled point-of-sale (POS) system reports against physical inventory counts and cash drawer totals, implementing corrective actions for discrepancies.

Audited vendor invoices and delivery receipts to ensure accurate order fulfillment and correct billing, preventing revenue loss.

Compliance & Audit Management

Managed compliance with stringent health department regulations, OSHA standards, and labor laws, successfully passing countless internal and external audits without critical violations.

Developed and maintained meticulous documentation and record-keeping systems for all compliance-related activities, including food safety logs, employee certifications, and incident reports.

Executed internal audit procedures for cash handling, inventory control, and safety protocols to ensure ongoing operational integrity.

Process Optimization & Systems Management

Leveraged restaurant management software (e.g., Micros, Aloha, Toast) to generate comprehensive reports on key performance indicators (KPIs), customer traffic, and menu item performance.

Optimized backend database systems for inventory management, updating product codes, pricing, and supplier information to ensure data accuracy.

Designed and implemented efficient operational workflows to improve data collection accuracy and speed, such as streamlining inventory counting procedures.

Information Sourcing & Validation

Identified and validated source information from multiple channels (e.g., vendor invoices, delivery tickets, waste logs) to investigate and resolve inventory shrinkage issues.

Coordinated with suppliers and vendors to source accurate product specifications and pricing data for menu costing and inventory management.

Project Management & Coordination

Led the coordination of complex projects, such as menu launches and facility renovations, by developing timelines, allocating resources, and tracking progress against deadlines.

Served as the central hub of communication, coordinating between front-of-house, back-of-house, vendors, and corporate management to ensure aligned execution of goals.

Technical Proficiency

Software: Expert proficiency in restaurant management software (POS, Inventory, Scheduling), Microsoft Excel (PivotTables, VLOOKUPS, Formulas for financial modeling), Word, and PowerPoint.

Databases: Extensive experience entering, extracting, and analyzing data from complex operational databases.

USASOC Support Foundation (Volunteer) | Fayetteville, NC

Technology Consultant | 2020 – Present

Migrated scholarship database to secure cloud platform (Google Workspace)

Provided technical support for 100+ military family applications annually

Education & Credentials

B.S. Cybersecurity

Southern New Hampshire University

Relevant Coursework:

Network Security Fundamentals | Ethical Hacking | Risk Management Frameworks

Certifications:

CompTIA A+ (In Progress) | Illinois Food Service Sanitation Manager

Technical Proficiencies

OS: Windows 10/11, macOS, Linux (Basic)

Systems: Active Directory, Microsoft 365 Admin

Hardware: POS Systems, Mobile Device Management

Key Achievements

- ✓ 30% reduction in technical support issues through system optimizations
- ✓ 15% boost in customer satisfaction scores via improved service processes
- ✓ \$18K annual savings through IT vendor contract renegotiation