

# C. Michael Robinson

SENIOR GOVERNMENT EXECUTIVE | ORGANIZATIONAL LEADERSHIP | RISK & OPERATIONS

## EXECUTIVE AND OVERSIGHT EXPERIENCE

### **Borough of Collingdale, Pennsylvania**

#### **Borough Manager and Chief Administrative Officer**

*2024 to 2026*

Served as the chief administrative and accountability officer for municipal government with authority over operations, finance, personnel, and institutional compliance. Exercised independent judgment while advising elected officials on organizational risk, workforce stability, and fiscal integrity.

- Directed development and execution of a 10.1 million dollar operating budget, including reallocation of a 1.1 million dollar surplus to address deferred capital needs and operational risk.
- Implemented corrective administrative actions that reduced payroll expenditures by 42 percent within 90 days while maintaining service continuity and workforce integrity.
- Secured 74,000 dollars in state funding to design and launch a five-year financial and operational sustainability plan.
- Identified and remediated deficiencies in internal controls, documentation, and data retention practices, strengthening audit readiness and institutional accountability.
- Led organizational restructuring and process correction in politically sensitive environments requiring discretion, transparency, and sustained public trust.
- Advanced inclusive hiring, supervision, and personnel practices aligned with legal standards and operational needs.

### **City of Philadelphia, City Council District 9**

#### **Deputy Chief of Staff | Director of Neighbor Services**

*2023*

Provided senior operational and strategic leadership within a high-volume legislative office serving a diverse constituency. Acted as a trusted intermediary among elected leadership, staff, City agencies, and the public on sensitive operational and policy matters.

- Oversaw day-to-day office operations including constituent services, legislative workflow, and budget coordination.
- Directed staff performance management and workflow redesign to improve accountability, responsiveness, and service tracking.
- Advised on policy development and implementation, translating legislative intent into operational practice.
- Conceptualized Section 11-700, Traffic Calming Measures for Schools, addressing community safety through ordinance-based risk mitigation.
- Managed stakeholder relationships involving City agencies, advocacy organizations, and community partners.

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## **Pennsylvania House of Representatives**

### **Director of Equitable Development | Director of Constituent Services**

*2021 to 2024*

Led constituent-facing operations and policy support functions for state legislative offices serving more than 68,000 residents. Designed systems to ensure equitable access, consistent response, and accountability across constituent services and advocacy initiatives.

- Established standardized intake, triage, escalation, and resolution protocols for constituent and agency-facing matters.
- Conducted legislative and policy research across Judiciary, Commerce, Agriculture, and caucus portfolios.
- Designed needs-based programs using CRM and demographic data to identify service gaps and monitor outcomes.
- Led strategic outreach initiatives increasing engagement with LGBTQI plus and marginalized communities by 30 to 200 percent across districts.
- Served as liaison between state government, local agencies, and community organizations on complex and sensitive constituent matters.

## **INDEPENDENT ADVISORY AND GOVERNANCE LEADERSHIP**

### **Troubadour Solutions**

#### **Founder and Principal Consultant**

*2020 to Present*

Provide independent advisory and governance consulting services to nonprofit organizations and candidates for office navigating organizational risk, leadership transitions, and systems reform.

- Conduct organizational assessments addressing governance structures, staffing models, and operational workflows.
- Advise senior officials and boards on accountability frameworks, internal controls, and corrective action strategies.
- Support executive transitions including leadership recruitment, performance evaluation, and succession planning.
- Facilitate board retreats and strategic planning processes focused on fiduciary responsibility and institutional integrity.

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## BOARD AND FIDUCIARY LEADERSHIP

### Black & Pink National

#### Board Chair Emeritus | Board Co-Chair | Board Director

*2024 to Present*

Provide governance leadership for a national nonprofit addressing systemic inequities affecting LGBTQ plus and HIV positive individuals impacted by the criminal legal system.

- Expanded board composition, redesigned committee structures, and strengthened fiduciary oversight.
- Provide governance leadership for a six million dollar capital development initiative.
- Support executive leadership transitions and organizational accountability.
- Additional roles include nonprofit board secretary and community advisory committee service.

## EDUCATION, CERTIFICATIONS, AND EXECUTIVE SKILLSET

### Associate of Arts in Psychology (2022)

Borough of Manhattan Community College, City University of New York

### Professional Certificate in Business Administration and Management (2019)

City University of New York

Additional undergraduate coursework in Political Science, Communications, and Business Administration through Cheyney University of Pennsylvania and LIM College.

## EXECUTIVE, TECHNICAL, AND ADMINISTRATIVE SKILLS

Executive Administration • Municipal Operations • Organizational Leadership • Budget Development • Fiscal Oversight • Grant Administration • Financial Planning • Governance Design • Board Operations • Fiduciary Oversight • Capital Campaigns • Policy Interpretation • Charter Authority • Ordinance Implementation • Intake Systems • Grievance Resolution • Compliance Controls • Documentation Integrity • Intergovernmental Coordination • Stakeholder Management • Workforce Management • Organizational Culture • Salesforce • CRM Systems • Oracle ERP • SAP • Microsoft Office