Julie Robbins currently serves as the Director of the Enterprise Case Management (ECM) Program Office in the IRS Information Technology (IT), Enterprise Program Management Organization (EPMO) where she leads a critical IT program to modernize, upgrade, and consolidate over sixty legacy IRS case management systems. The goal of ECM is to improve both the taxpayer experience and operational efficiency.

Prior to leading ECM, Julie served dual directorships as the Director of Customer Account Data Engine (CADE) 2 and the Director of DevOps Practice, both in EPMO. In this role for CADE 2 she was responsible for modernizing individual taxpayer account processing and implementing data-centric technologies to improve service to taxpayers and enhance IRS tax administration. As the Director for DevOps Practice Julie commanded a joint team of senior managers and IT Specialists from each ACIO whose mission it is to deliver high quality solutions to the customer faster through continuous collaboration and automation.

Julie has significant experience in the delivery of large scale modernization projects and transformation efforts in her years of service with IRS. She provided leadership in the successful delivery of the Affordable Care Act changes required to integrate into the IRS Current Processing Environment systems and led the development of the CADE 2 database, which established the relational database housing individual taxpayer data to improve service to the public and enhance IRS Tax administration. Julie is a graduate of the 2013 IRS Candidate Development Program.