



2025 Q2 Tax Education Webinar

Friday, June 27th, 2025

IDOR

101 W Jefferson St

Springfield, IL 62702

Speaker Biographies

Max Letterly

Audit Bureau Program Administrator

Max R. Letterly is the Audit Bureau Program Administrator at the Illinois Department of Revenue. He began his career with the Department in 2006 and has served as Program Administrator of the Audit Bureau since July 2024.

Previously, Mr. Letterly has served as the Program Administrator for Taxpayer Services, managed the Central Processing Bureau, served in an agency-wide capacity as the lead user liaison for the Department's tax processing system, overseeing the GenTax® project, and as the Project Manager for the Department's implementation of adult-use cannabis legislation.

Mr. Letterly received a Bachelor of Business Administration degree from the University of Illinois at Springfield. He lives in Springfield, Illinois with his wife and four children.

Africa Robinson

ICB Program Administrator

Africa Robinson became the Administrator of the Informal Conference Board (ICB) for the Illinois Department of Revenue (IDOR) in August 2024. Africa is responsible for the oversight and management of the ICB program, which reviews proposed adjustments to tax returns, at the request of taxpayers. From 2020-2024, Africa served as the Associate Director for IDOR. As the Associate Director, Africa provided general operational direction and oversight. Before joining IDOR Africa served as Legal Counsel to the Office of the Illinois Comptroller where she was instrumental in the collection and monitoring of local government financial audits. Africa also served as an Investigator with the Cook County Sheriff's office and as Chief of Staff for the 1st District Cook County Board Commissioner. Africa earned her bachelor's degree from the University of Washington and her Juris Doctor from the John Marshall Law School (currently UIC Law). Africa enjoys traveling and her favorite musical artist is Nina Simone.

Laurie Evans

Income Tax ICB Conferee

Laurie Evans began state service with the Illinois Department of Revenue in 1998 as a Revenue Tax Specialist in the Individual Processing Division Error Resolution Unit. Laurie was promoted to an Administrative Assistant in 2001 where she worked for the Individual Processing Division manager writing division manuals, handling Director & Legislative Office requests, system testing, and training.

In 2005, Laurie moved to the Audit Bureau as a Revenue Auditor for individual, business, and withholding income taxes. In 2012, she became a Revenue Audit Supervisor over the Income Tax Technical Support & Planning section responsible for legislative analysis, audit litigation support, audit manual maintenance, training classes for auditor trainees, and the audit selection process with a staff of 21 auditors.

In 2018, Laurie moved to Income Tax Discovery reviewing submitted audits and guiding auditors regarding income tax law, regulation and Department policy while supervising a staff of 14 auditors. In 2022, she became the Technical Advisor to the Audit Discovery & Recovery manager handling reporting functions, system testing and process improvements, and audit inventory monitoring. Most recently, in 2023, she became an Income Tax Informal Conference Board Conferee responsible for effectively and efficiently resolving proposed audit issues between the taxpayer and the Department.

Philip Bolander

Sales & Use Tax ICB Conferee

Philip started with the Department of Revenue on October 1, 1976, as a Revenue Auditor. After six years, he was promoted to Revenue Audit Supervisor. At the initial start of the Informal Conference Board in January of 2002, Philip was selected as one of the first Conferees. In this position, he sought to resolve issues between Taxpayers and the Audit Bureau. Philip concentrated on sales and miscellaneous taxes and served in this position until his retirement in December of 2020. After over a year of substitute teaching, volunteering, and playing racquetball, Philip was called by the Administrator of the Informal Conference Board with an offer to return contractually as a Conferee and accepted the invitation.