

Robert Crump

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PROFESSIONAL EXPERIENCE

Consultant, State & Local Government | Guidehouse Inc. | Austin, TX February 2022 – March 2023

- Delivered projects for state agencies related to process improvement, federal grants, and data analysis
- Produced employee survey content; collected and evaluated resulting data
- Conducted listening tour among state government agencies rolling out new accounting software
- Assisted a State Government administer \$2 billion ARPA grant within federal compliance regulations
- Hosted weekly meetings with state broadband office to guide grant funds disbursement process

Local Government Researcher | The Civic Federation | Chicago, IL May 2021 – July 2021

- Analyzed financial records contributing to published report on Chicago Public Schools
- Reviewed literature and City of Chicago data on public safety and police budgeting

Policy Analyst | Cook County Assessor's Office | Chicago, IL January 2021 – March 2021

- Wrote policy memos to construct narrative of property tax appeals process in Cook County
- Synthesized public records on tax appeals rulings and government finances to enhance institutional knowledge base
- Evaluated opportunities for improved intergovernmental coordination with specific actionable recommendations

Policy Analyst | Illinois State Treasurer's Office | Chicago, IL June 2020 – September 2020

- Built survey of new government spending in response to the COVID-19 pandemic in Illinois
- Designed policy for database management and identity matching for childhood savings accounts
- Created infographic charts using Census data of State congressional districts in support of outreach program
- Performed statistical analysis of Payment Protection Program loan data across Illinois using US Treasury data
- Reviewed literature and federal rules on CDFIs, culminating in the [Community Development Loan Guarantee Act](#)

Writer & Editor | Center for Municipal Finance | Chicago, IL September 2019 – May 2020

- Synthesized official statements and public records to report on weekly bond issues
- Published weekly update and data visualization of municipal bond yields
- Edited & revised longform [article](#) on bond audit disclosures

Writing TA & Tutor | Harris School of Public Policy | Chicago, IL January 2021 – May 2021

- Coached multi-national students on grammar, logical structure, and persuasive policy writing

Community Operations Contractor | Accenture | Austin, TX May 2017 – May 2019

- Responded to user inquiries and enforced policies related to account access for major social media client
- Presented data report and proposal to ease user experience when contacting help desk for major social media client
- Built a meta-tagging system to track trends in user interactions, inter-departmental frictions, and pilot projects

Customer Service Representative | Telenetwork Inc. | Austin, TX January 2011 – January 2016

- Invented ticket auditing system and developed trend tracking methodology for major telecom company
- Composed original email correspondence templates to increase efficiency for common inquiries
- Trained newly hired agents and helped integrate them into the team

EDUCATION

Master of Public Policy – University of Chicago, Harris School of Public Policy Graduated 2021

- GIS Foundations - Designed traffic analysis using spatial data in R and Geoda
- Policy Lab - Managed research team in support of the [Lead Service Line Replacement and Notification Act](#)
- Program Evaluation - Rigorous survey of econometric methods using R

Bachelor of Arts, English & Anthropology – Texas State University Graduated 2008

SKILLS PROFILE

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| • Technical Writing – Expert, 10+ years | • Policy Analysis – Highly proficient, 6+ years |
| • Strategic Planning – Skilled, 4+ years | • Project Management – Skilled, 1+ years |
| • R Programming – Highly Proficient 4+ years | • Data Visualization – Highly Proficient, 4+ years |