

Robert Crump

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SUMMARY

- Over eight years work experience in customer service, client relations, and public administration
- Pursuing certificate in Municipal Finance at the Harris School of Public Policy
- Adept writer, researcher, and team builder

PROFESSIONAL EXPERIENCE

Writing and Coding Tutor

Harris School of Public Policy

September 2020 – Present, Chicago, IL

- Coaching fellow students on rhetoric & composition in policy writing, resumes, and cover letters
- Providing instruction on coding fundamentals in R

Policy Analyst

Cook County Assessor's Office

September 2020 – March 2021, Chicago, IL

- Researched property tax appeals legislation, case history, and relevant policy outcomes
- Evaluated opportunities for improved intergovernmental coordination with specific recommendations
- Developed strategy for outreach and communication sensitive to context and stakeholder priorities

Policy Analyst

Illinois State Treasurer's Office

May 2020 – September 2020, Chicago, IL

- Developed research and policy briefs on a wide range of topics that directly influenced policy decisions
- Delivered policy memos on operational strategy coordinating database management and program goals
- Analyzed Federal stimulus spending in the State of Illinois using R and Small Business Administration data

Writer & Editor

Center for Municipal Finance, University of Chicago

August 2019 – May 2020, Chicago, IL

- Wrote weekly articles about upcoming municipal bonds and edited feature articles for MuninetGuide.com

Community Operations Contractor

Accenture

May 2017 – May 2019, Austin, TX

- Lead teams in various pilot projects to develop data-driven policy improvements
- Gave presentations to report on project results, quantified organizational investment, and enhanced user experience

Customer Support Representative

Telenetwork Inc.

January 2011 – January 2016, Austin, TX

- Created original customer-facing email content, internal training and QA methodology for major national telecom client

EDUCATION

Master of Public Policy

University of Chicago, Harris School of Public Policy • Chicago, Illinois • Expected Graduation, 2021

Bachelors of English / Anthropology

Texas State University • San Marcos, TX • Graduated in 2008

COURSEWORK

State and Local Public Finance

- Practical economic & statistical analysis to evaluate spending and revenue choices of local governments

Data and Programming for Public Policy

- Applied policy an econometric analysis using real world data with R

Policy Lab – Water Infrastructure Finance

- Lead team building financing strategy for lead service line replacement in Illinois

VOLUNTEER EXPERIENCE

Grant Writer; NYOS Charter School

Copywriter & Webmaster; Texas Kids Read