Robert Crump

Chicago, Illinois ✉ rwrcrump@uchicago.edu ☐ 5127506269 in Linkedin.com/in/robertwrcrump ☁ radialsymmetries.com

SUMMARY

· Over eight years work experience in customer service, client relations, and public administration
· Pursuing certificates in Municipal Finance and Data Analysis at the Harris School of Public Policy
· Adept writer, editor, and researcher

PROFESSIONAL EXPERIENCE

Policy Analyst
Cook County Assessor's Office   **September 2020 – Present, Chicago, IL**
· Researched property tax appeals legislation, case history, and relevant policy outcomes
· Evaluated opportunities for improved intergovernmental process improvements
· Developed strategy for outreach and communication sensitive to context and stakeholder priorities

Policy Analyst
Illinois State Treasurer's Office   **May 2020 – September 2020, IL**
· Researched and drafted policy briefs on a wide range of topics that influenced policy decisions
· Delivered policy memos on operational strategy coordinating database management and program goals
· Built demographic models of geographic districts by querying Census data with R
· Analyzed Federal stimulus spending in the State of Illinois using R and Small Business Administration data

Intern, Writer
Center for Municipal Finance, University of Chicago   **August 2019 – May 2020, Chicago, IL**
· Researched and wrote weekly articles about upcoming municipal bonds for MuninetGuide.com
· Analyzed & condensed technical details of bond prospectus into readable format

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
· Lead team in auditing ticket backlog, exceeding service level agreement contract requirements
· Responded to inbound calls, chats, emails, and social media inquiries from customers for major national telecom clients

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 and statistical analysis to evaluate spending and revenue choices of local governments

Data and Programming for Public Policy
· Applied policy analysis using real world data with R

Introduction to Econometrics
· Fundamentals of regression modeling and data analysis using R & STATA

VOLUNTEER EXPERIENCE

Grant Writer; NYOS Charter School

Copywriter & Webmaster; Texas Kids Read