

Robert Crump

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SUMMARY

- Ten years work experience in customer service, client relations, and public administration
- Certificate in Municipal Finance
- Adept writer, researcher, analyst, and team leader

PROFESSIONAL EXPERIENCE

Local Government Researcher

The Civic Federation

May 2021 – July 2021, Chicago, IL

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

Writing TA & Tutor

Harris School of Public Policy

September 2020 – May 2021, Chicago, IL

- Coached students on fundamentals of grammar, logical structure, and persuasive policy writing
- Delivered instruction for skill and confidence-building among highly diverse multi-national student cohort
- Structured tutoring around audience-first philosophy for technical writing, including resumes and cover letters

Policy Analyst

Cook County Assessor's Office

September 2020 – March 2021, Chicago, IL

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

Policy Analyst

Illinois State Treasurer's Office

June 2020 – September 2020, Chicago, IL

- 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 visualizations 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, University of Chicago

September 2019 – May 2020, Chicago, IL

- Synthesized official statements and public records to report on weekly bond issues
- Edited & revised longform [article](#) on bond audit disclosures

Community Operations Contractor

Accenture

May 2017 – May 2019, Austin, TX

- Created policy to address pain point of transgender people changing their name on major social media client
- Built a meta-tagging system to track trends in user interactions, inter-departmental frictions, and pilot projects

Customer Support Representative

Telenetwork Inc.

January 2011 – January 2016, Austin, TX

- Invented ticket auditing system eliminating backlogs and developing trend tracking methodology for major telecom client
- Composed original email correspondence templates to increase efficiency for common inquiries

EDUCATION

Master of Public Policy

The University of Chicago, Harris School of Public Policy • Chicago, Illinois • Graduated in 2021

Bachelor of English / Anthropology

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

GRADUATE COURSEWORK

Policy Lab - Water Infrastructure Finance

- Managed research team who built a financing strategy in support of the [Lead Service Line Replacement and Notification Act](#)

Program Evaluation

- Rigorous survey of econometric methods with applied techniques in R

Behavioral Science and Public Policy

- Presented policy recommendation for financial security based on contemporary research