

Robert Crump

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SUMMARY

- Over eight years work experience in customer service, client relations, and public administration
- Master of Public Policy with Certificate in Municipal Finance; Harris School of Public Policy at The University of Chicago
- Adept writer, researcher, and team builder

PROFESSIONAL EXPERIENCE

Local Government Researcher

The Civic Federation

May 2021 -August 2021, Chicago, IL

- Analyzed local government budget and finance documents to contribute to published reports
- Monitored and wrote synopses of local government meetings, specific focus on budget and finance topics
- Gathered and analyzed data to support various research projects relating to public finance policy

Writing and Coding Tutor

Harris School of Public Policy

September 2020 – May 2021, Chicago, IL

- Coaching fellow students on rhetoric & composition in policy writing, resumes, and cover letters
- Providing instruction on data manipulation and statistical analysis 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

June 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

September 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

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

COURSEWORK

Policy Lab - Water Infrastructure Finance

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

Data & Programming for Public Policy

- Applied data visualization and econometric analysis using real world data with R

Program Evaluation

- Rigorous survey of econometric methods with applied techniques in R