Robert Crump

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SUMMARY

- Over eight years work experience in customer service, operations strategy, and public administration
- Graduating with 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 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 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
University of Chicago, Harris School of Public Policy • Chicago, Illinois • Expected Graduation, 2021

Bachelor 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

Policy Lab - Water Infrastructure Finance
- Lead team that built financing strategy for lead service line replacement in Illinois

Spatial Cluster Analysis
- Used R and public data sources to develop original research on transportation and municipal finance

Data & Programming for Public Policy
- Applied data visualization and econometric analysis using real world data with R