

# Robert Crump

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## 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

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## PROFESSIONAL EXPERIENCE

### Policy Analyst

#### Cook County Assessor's Office

September 2020 – Present, Chicago, IL

- Researching property tax appeals legislation, case history, and relevant policy outcomes
- Evaluating opportunities for improved intergovernmental process improvements
- Developing 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

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## 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

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## 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 an econometric analysis using real world data with R

### Policy Lab – Water Infrastructure Finance

- Building strategy to finance the replacement of lead service lines in Illinois

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## VOLUNTEER EXPERIENCE

### Grant Writer; NYOS Charter School

### Copywriter & Webmaster; Texas Kids Read