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