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, analyst, and team builder

PROFESSIONAL EXPERIENCE

Local Government Researcher

The Civic Federation May 2021 – July 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

• Coached fellow students on rhetoric & composition in policy writing, resumes, and cover letters  
• Provided 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

• Led 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

State and Local Public Finance

• Practical economic & statistical analysis to evaluate spending and revenue choices of local governments

Policy Lab - Water Infrastructure Finance

• Project manager leading team of researchers who built a financing strategy for lead service line replacement legislation

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