JACOB ALAN LAWRENCE, MPA

Chicago, IL | 815-307-2708 | jakealanlawrence@gmail.com | linkedin.com/in/jacobalanlawrence

Manager, Consulting | Implementation Team Leadership | Financial Systems & Analytics

SUMMARY

Consulting leader with 5+ years managing implementation teams and delivering enterprise software for clients in complex, regulated environments. Proven ability to lead teams of consultants through full project lifecycles while maintaining 92% on-time and 95% on-budget delivery. Strong financial acumen with experience in budget management, financial reporting, and building analytics dashboards that support data-driven decisions. Hands-on technical skills including SQL, relational databases, and data validation. Track record of developing junior team members, creating scalable processes, and driving continuous improvement. Effective in Agile delivery environments with 20-35% travel experience.

KEY RESULTS

- Led teams of 3-6 consultants on concurrent implementation engagements, mentoring junior staff on technical skills, client service, and domain expertise
- Delivered 100+ software implementations with 92% on-time and 95% on-budget performance across 24 months of enterprise engagements
- Built financial and operational dashboards (Power BI, SQL queries) to track project health, surface risks, and inform executive decision-making
- Managed budget oversight and financial reporting for municipal operations, delivering $200K annual value through process optimization
- Created standardized consulting playbooks adopted across 87% of engagements, reducing rework 28% and enabling team scale
- Delivered 120+ client training sessions to 650+ users with 4.8/5 satisfaction, driving adoption and operational success

PROFESSIONAL EXPERIENCE

Senior Implementation Consultant / Team Lead

Tyler Technologies | Enterprise SaaS | Chicago, IL | Jul 2020 – Dec 2025

- Led implementation teams delivering enterprise software solutions, overseeing consultants through configuration, testing, data migration, and client training workstreams
- Translated business and technical requirements into detailed project tasks, allocating work among team members to deliver on-time, on-budget, and with high quality
- Configured complex workflows, user security models, and administrative screens based on client-specific business processes and requirements
- Developed and executed testing protocols, UAT coordination, and cutover procedures to validate functionality and ensure reliable system deployments
- Built reporting dashboards using Power BI and SQL to track implementation metrics, testing pass rates, and risk indicators for executive stakeholders
- Led data migration activities including discovery, mapping, validation, and conversion, achieving defect rates below 0.1% on migrated records
- Assessed client training needs and delivered onsite and virtual training sessions, creating role-based tracks for administrators and end users
- Identified project risks proactively, communicated with clients and internal teams, and drove resolution to keep engagements on track

- Coached junior consultants on client engagement, technical troubleshooting, and consulting best practices to build team capability
- Traveled 20-30% for client workshops, go-live support, and executive alignment sessions

Management Analyst
Village of Morton Grove | Local Government | Morton Grove, IL | Sep 2018 – Jul 2020

- Managed departmental budgets and led annual budget planning meetings, providing financial analysis and reporting to support executive decisions
- Served as client-side project manager for enterprise software implementation, leading requirements gathering, solution design, UAT, and go-live
- Delivered $200K annual value through technology modernization and process improvement initiatives across multiple departments
- Co-led EAM system rollout, configuring asset models, workflows, and reporting to improve operational efficiency and cost tracking

Deputy Village Clerk
Village of Itasca | Local Government | Itasca, IL | Jan 2015 – Feb 2018

- Supported enterprise system implementations, coordinating data mapping, validation, and integration testing with IT and Finance teams
- Built tracking systems and reports to improve data quality, operational visibility, and cross-departmental coordination

CORE COMPETENCIES

Team Leadership & Coaching • Software Implementation • Client Service • Financial Analysis & Reporting • Budget Management • Agile Delivery • Solution Configuration • Testing & Validation • Training & Enablement • Risk Management • Continuous Improvement

TOOLS & TECHNICAL

Data & Analytics: SQL, Power BI (Microsoft Certified), Excel, Relational Databases, Data Migration & Validation
Platforms: Microsoft Dynamics, JIRA, Confluence, Smartsheet, Salesforce (familiar), M365
Methods: Agile/Scrum, Waterfall, Solution Configuration, UAT Coordination, Cutover Planning

EDUCATION

Master of Public Administration (MPA), Northern Illinois University

Bachelor of Arts, Community Leadership & Civic Engagement, Northern Illinois University