JACOB ALAN LAWRENCE, MPA

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Implementations Manager | Technical Delivery & Client Onboarding | Enterprise SaaS

SUMMARY

Implementation leader with 5+ years guiding enterprise clients through initial onboarding and secondary engagements for SaaS platforms. Proven ability to rapidly build product expertise and serve as trusted advisor, providing technical and operational guidance that drives time-to-value. Strong technical aptitude with hands-on experience configuring REST/SOAP APIs, SFTP integrations, and JSON/XML data feeds. Comfortable interfacing with executives, project leads, and technical teams while advocating for customers across Product, Engineering, and Account Management.

KEY RESULTS

- Led 100+ client implementations from discovery through go-live; maintained 92% on-time and 95% on-budget delivery while driving rapid time-to-value
- Configured integrations via REST APIs, SFTP, and scheduled data feeds (JSON, XML); partnered with engineering teams on data migration, validation, and troubleshooting
- Built streamlined onboarding processes for both initial deployments and secondary engagements, reducing rework 28% and shortening post-go-live stabilization by 5.5 days
- Collaborated cross-functionally with Product, Engineering, Support, and Account Management to resolve technical challenges and ensure smooth client experience
- Delivered 120+ training sessions to 650+ users with 4.8/5 satisfaction; created documentation and playbooks adopted across 87% of projects
- Resolved 13 of 14 executive escalations within ~10 business days by acting as customer advocate and coordinating internal resources

PROFESSIONAL EXPERIENCE

Implementation Consultant

Tyler Technologies (Enterprise SaaS) | United States (Remote) | Jul 2020 - Dec 2025

- Guided clients through initial onboarding and secondary engagements, ensuring smooth experience when adding functionality to already-live implementations
- Rapidly built deep product expertise to serve as trusted advisor; provided technical and operational guidance tailored to each client's unique business needs
- Configured third-party integrations via REST APIs, SOAP web services, SFTP, and scheduled data feeds; led data conversion including mapping, extraction, and validation
- Partnered with Product, Engineering, and Support to build processes that streamlined onboarding and improved post-go-live client experience
- Managed client-facing communication across mature organizations; interfaced with executives, IT directors, project leads, and operational teams throughout engagement lifecycle
- Acted as customer advocate internally, capturing feedback that influenced product roadmap and contributed to process improvements
- Built JIRA-integrated dashboards (Power BI) to track implementation health, testing progress, and risk indicators; used data to keep projects on track
- Created delivery playbooks and testing protocols adopted organization-wide, improving consistency across implementation team

Management Analyst

Village of Morton Grove (Local Government) | Morton Grove, IL | Sep 2018 - Jul 2020

- Client-side project manager for enterprise SaaS implementation; led requirements gathering, solution configuration, UAT coordination, and go-live with vendor technical teams
- Delivered $200K annual value through technology modernization; created documentation and training materials for cross-departmental adoption
- Co-led EAM system rollout; configured workflows, integrated with GIS, and drove adoption across field and office teams

Deputy Village Clerk / Project Contributor

Village of Itasca (Local Government) | Itasca, IL | Jan 2015 - Feb 2018

- Supported SAP EAM implementation; coordinated with IT and Finance on system configuration, data mapping, and integration testing
- Deployed mobile field solutions; documented workflows and delivered end-user training to operational teams

CORE COMPETENCIES

Client Onboarding & Implementation • Technical Project Management • Solution Configuration • API Integration (REST, SOAP) • Data Formats (JSON, XML) • SFTP & Data Feeds • Data Migration & Validation • Cross-Functional Collaboration • Customer Advocacy • Stakeholder Communication • Testing & Troubleshooting • Enterprise SaaS Delivery

TOOLS & TECHNICAL EXPERIENCE

Web Services & Integrations: REST APIs, SOAP, SFTP, JSON, XML, scheduled data feeds, third-party system integrations

Project Management: JIRA (proficient), Confluence, Smartsheet, Microsoft Dynamics, delivery planning

Analytics & Reporting: Power BI (Microsoft Certified), Excel, implementation dashboards, SQL (exposure)

Platforms: Enterprise SaaS implementation, cloud-based deployment, data migration/conversion

EDUCATION

Master of Public Administration (MPA), Northern Illinois University
Bachelor of Arts, Community Leadership & Civic Engagement, Northern Illinois University