

# JACOB ALAN LAWRENCE, MPA

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

**Engagement Manager | Client Relationships & Service Delivery | Enterprise & Government**

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## SUMMARY

Client engagement leader with 7+ years serving as primary point of contact for enterprise and government accounts in technical solution environments. Proven ability to align services with customer business models and operational needs while monitoring SLAs, KPIs, and delivery milestones. Track record of cross-functional collaboration with engineering, product, and operations teams to ensure quality service delivery. Strong business acumen with experience managing project budgets, leading executive presentations, and driving continuous improvement. Comfortable with Agile methodologies and complex, multi-stakeholder engagements.

## KEY RESULTS

- Primary point of contact for 50+ enterprise and government accounts, building trusted relationships with Director, VP, and C-suite stakeholders
- Maintained 92% on-time and 95% on-budget delivery by monitoring SLAs, KPIs, and project milestones across 12-20 concurrent engagements
- Built performance dashboards (Power BI) tracking service delivery health, client satisfaction, and risk indicators to enable proactive, data-driven decisions
- Resolved 13 of 14 executive escalations through cross-functional partnership with engineering, product, and support (average ~10 business days, \$0 concessions)
- Established quality assurance playbooks adopted across 87% of engagements, reducing rework 28% and shortening delivery cycles
- Scheduled, managed, and led 120+ presentations and business reviews with senior leaders, both remote and onsite (4.8/5 satisfaction)

## PROFESSIONAL EXPERIENCE

### Senior Implementation Consultant, Client Engagement Lead

*Tyler Technologies, Enterprise Software | United States (Remote) | Jul 2020 – Dec 2025*

- Served as primary point of contact for enterprise and government clients (courts, municipalities, state agencies), owning service-related matters across full engagement lifecycle
- Aligned technical solutions with customer business models, technology strategies, and operational needs through discovery workshops and ongoing strategic consultation
- Established quality assurance processes ensuring consistent delivery of technically sound solutions; monitored SLAs and KPIs to meet or exceed client expectations
- Collaborated cross-functionally with engineering, product, operations, and support teams using Agile practices to ensure seamless service delivery and solution integration
- Developed operational performance metrics and reports for executive stakeholders; analyzed technical and business data to drive efficiency and client success
- Managed project budgets and timelines across concurrent engagements; proactively communicated status, risks, and resource needs to leadership
- Led complex, multi-stakeholder engagements requiring coordination across client IT, finance, operations, and executive sponsors
- Traveled ~25% for onsite readiness workshops, go-live support, and executive alignment sessions with senior client leadership

### Management Analyst

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

- Served as client-side engagement lead for enterprise SaaS implementation, coordinating with vendor teams on requirements, delivery milestones, and go-live readiness
- Managed special events budgets and oversaw annual budget planning; delivered \$200K annual value through technology modernization and process improvements
- Co-led EAM system rollout for Public Works, coordinating cross-functional teams across IT, Finance, and Operations to ensure quality service delivery
- Built tracking dashboards and KPI reports to monitor project health and communicate outcomes to Village leadership

### **Deputy Village Clerk**

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

- Supported enterprise system deployments for Public Works, coordinating with IT and Finance on requirements, testing, and cross-departmental adoption
- Built workflows and tracking systems to improve operational efficiency and cross-department visibility

## **CORE COMPETENCIES**

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Client Relationship Management • Service Delivery & Quality Assurance • SLA/KPI Monitoring • Cross-Functional Collaboration • Performance Metrics & Reporting • Budget Management • Executive Presentations • Escalation Resolution • Multi-Stakeholder Coordination • Continuous Improvement • Agile Methodologies • Data-Driven Decision Making

## **TOOLS & PLATFORMS**

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**Project Management:** MS Project, Asana, Smartsheet, JIRA, Confluence

**Analytics & Reporting:** Power BI (Microsoft Certified), Excel, KPI Dashboards, SLA Tracking

**CRM & Platforms:** Microsoft Dynamics, Salesforce, M365, Google Suite

**Collaboration:** Teams, SharePoint, Zoom, PowerPoint

## **EDUCATION**

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**Master of Public Administration (MPA)**, Northern Illinois University

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

## **CERTIFICATIONS**

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Microsoft Power BI Data Analyst Associate • AWS Partner Accreditation • Salesforce Trailhead