

# JACOB ALAN LAWRENCE, MPA

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## Deputy Community Development Director | Municipal Planning & Operations | Staff Leadership

### SUMMARY

MPA-trained public administration professional with 10+ years in local government. Career began in Community Development creating Plan Commission databases, managing building inspection records, and leading business outreach. Proven budget management, cross-departmental coordination, and \$200K+ annual savings through modernization. Led implementations for 100+ government agencies (92% on-time). 120+ presentations to government stakeholders. Returning to Community Development leadership.

### KEY QUALIFICATIONS

- **Community Development:** Created Plan Commission case database enabling historical searches; managed building inspection records migration; led "Itasca Meets Business" outreach program
- **Planning & Zoning Support:** Built case management systems for Plan Commission files; prepared board agendas via CivicPlus Agenda Center; coordinated at weekly department head meetings
- **Permitting & Inspection Systems:** Deployed ArcGIS mobile inspection tools; managed building records reorganization; configured enterprise asset management for Public Works
- **Budget & Strategic Planning:** Managed budgets and coordinated annual budget meetings with department heads and Finance; developed RFPs for multi-year contracts; delivered \$200K savings
- **Staff Leadership:** Delivered 120+ training sessions (4.8/5 satisfaction); built Train the Trainer programs; resolved 13/14 executive escalations; managed overseas development team

### PROFESSIONAL EXPERIENCE

#### Implementation Consultant, Municipal Government Solutions

Tyler Technologies | Chicago, IL (Remote) | Jul 2020 – Dec 2025

- Led 100+ implementations for municipal clients (courts, cities, counties), coordinating with department directors, IT leaders, elected officials, and operational staff
- Managed 12-20 concurrent projects; maintained 92% on-time and 95% on-budget delivery through disciplined planning and cross-functional coordination
- Built Power BI dashboards to track project health and inform strategic recommendations for leadership and steering committees; reduced rework 28% through standardized processes
- Resolved 13/14 executive escalations without commercial concessions; presented to elected officials and governing bodies; traveled ~25% for on-site executive sessions
- Partnered with GIS teams on spatial data integration and location-aware workflow configuration

#### Management Analyst

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

- Managed budgets and coordinated annual budget meetings with department heads, Finance, and Administration; delivered \$200K annual savings through technology modernization
- Co-led CentralSquare EAM rollout for Public Works: configured asset/work-order models, established PM schedules, integrated with GIS, trained 40+ staff
- Client-side Project Manager for enterprise software: led requirements, vendor coordination, UAT, training, and go-live; prepared reports and recommendations for Village leadership
- Launched FOIA platform (saved 20 hrs/week); automated SharePoint/Power Automate workflows (saved 10 FTE hrs/week across departments)

#### Deputy Village Clerk

Village of Itasca | Itasca, IL | Sep 2015 – Sep 2018

- Designed FOIA processing system with complete documentation, cross-departmental access, and centralized contact improving turnaround; developed RFPs for multi-year contracts
- Led migration to CivicPlus Agenda Center for board agendas and minutes; coordinated with departments at weekly department head meetings on planning and agenda preparation
- Supported SAP EAM rollout for Public Works; coordinated with IT/Finance on chart of accounts mapping; reduced inspection-to-closeout time ~35%

- Deployed ArcGIS Collector/Field Maps for mobile inspections; improved field data quality and turnaround for building and code enforcement operations

### **Community Development Intern**

Village of Itasca | Itasca, IL | Jan 2015 – Sep 2015

- Created Plan Commission case database enabling one-click historical searches and trend analysis, replacing paper filing system for planning staff
- Managed building inspection records migration from Dropbox to GRM/Visual Vault, improving file access and customer service for Community Development operations
- Spearheaded "Itasca Meets Business" web series for public outreach, increasing Village engagement with local business community

## **EDUCATION**

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**Master of Public Administration (MPA)**, Northern Illinois University, 2016

**Bachelor of Arts, Community Leadership & Civic Engagement**, Northern Illinois University, 2014

## **CORE COMPETENCIES**

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Community Development • Planning & Zoning Support • Plan Commission Administration • Budget Management • Staff Supervision Readiness • Cross-Departmental Coordination • Board/Commission Presentations • Project Management • Economic Development Support • GIS/Spatial Data • Permitting Systems • Intergovernmental Relations

## **TOOLS & SYSTEMS**

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**GIS:** ArcGIS (Collector, Field Maps, layer publishing) • **Municipal:** CivicPlus (Agenda Center, Content Manager), CentralSquare EAM, SAP EAM, GRM Visual Vault • **Analytics:** Power BI (Microsoft Certified), Excel, Smartsheet • **Collaboration:** M365, SharePoint, Power Automate