

JACOB ALAN LAWRENCE, MPA

Pingree Grove, IL | 815-307-2708 | jakealanlawrence@gmail.com | [linkedin.com/in/jacobalanlawrence](https://www.linkedin.com/in/jacobalanlawrence)

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Nicole Woods, Community Development Director

Village of Buffalo Grove

50 Raupp Boulevard

Buffalo Grove, IL 60089

Dear Ms. Woods:

I am writing to express my strong interest in the Deputy Community Development Director position with the Village of Buffalo Grove. My career in local government began in Community Development at the Village of Itasca, where I created Plan Commission case databases, managed building inspection records, and led business outreach initiatives. Since then, I have built on that foundation through progressively responsible roles in municipal operations, including Management Analyst at the Village of Morton Grove and five years delivering enterprise implementations for 100+ government agencies. I am eager to bring this full arc of experience back to Community Development leadership in a community I have long admired.

My Community Development background provides direct preparation for this role. At Itasca, I created a Plan Commission case database that transformed the department's paper filing system into a searchable resource enabling one-click historical lookups and trend analysis for planning staff. I managed the migration of building inspection records to a centralized records management system, improving both internal access and customer service. I also spearheaded the "Itasca Meets Business" outreach initiative, increasing communication between the Village and local business community. These experiences gave me a foundational understanding of planning, zoning, permitting, and the stakeholder dynamics that shape Community Development work.

My subsequent roles deepened this foundation with operational and leadership experience. At Morton Grove, I managed special events budgets, coordinated annual budget meetings with department heads and Finance, and delivered \$200K in annual savings through technology modernization. I co-led the Public Works EAM rollout, deployed mobile inspection tools, and prepared reports and recommendations for Village leadership. At Tyler Technologies, I managed 12-20 concurrent projects with 92% on-time delivery, presented complex matters to elected officials and steering committees, and resolved 13 of 14 executive escalations through cross-functional coordination. I understand both the daily rhythms of municipal operations and the strategic planning that drives long-term community success.

I am prepared for the supervisory and leadership responsibilities of this role. I have delivered 120+ training sessions to 650+ government staff, built Train the Trainer programs that scaled organizational adoption, and developed standardized processes adopted across 87% of my project portfolio. I participated in weekly department head meetings at Itasca, coordinating cross-departmentally on agendas and planning matters. I am comfortable presenting to boards and commissions, interpreting codes for stakeholders, and serving as Acting Director when needed. My experience with CivicPlus Agenda Center, ArcGIS mobile inspection tools, and enterprise asset management systems means I can contribute immediately to departmental operations.

Buffalo Grove's commitment to strategic planning, from the Lake Cook Corridor Plan to the Prairie View Metra Station Area vision, reflects exactly the kind of forward-thinking community where I want to continue my

career in public service. I would welcome the opportunity to discuss how my Community Development background, operational experience, and leadership capabilities can support your department's mission. Thank you for your consideration.

Sincerely,

Jacob A. Lawrence, MPA