JACOB ALAN LAWRENCE, MPA

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Customer Solutions Architect | AI Enablement & Production Deployments | Field Engineering

SUMMARY

Solutions Architect with 5+ years helping enterprise customers deploy and operate software in production, whether in managed cloud or self-hosted environments. Co-founded AI Transformation Initiative (2+ years) building LLM evaluation workflows, prompt testing pipelines, and automated documentation systems. Hands-on with Python, REST APIs, Docker, and cloud infrastructure (AWS, Azure). Proven ability to debug issues across SDK, API, and infrastructure layers while explaining technical concepts to engineers and executives alike. Comfortable working autonomously in fast-paced environments with broad ownership.

KEY RESULTS

- Built LLM evaluation pipelines testing prompt variations and comparing model outputs; automated documentation generation reducing manual effort ~50% on targeted workflows
- Deployed software across 100+ customer environments: managed cloud migrations, self-hosted on-prem installations, and hybrid configurations with full infrastructure support
- Created technical artifacts (Python scripts, Jupyter notebooks, API templates, runbooks) that accelerated customer onboarding and demonstrated platform capabilities
- Debugged complex issues across SDK, API, and infrastructure layers; coordinated with engineering to resolve integration failures and protect production timelines
- Resolved 13 of 14 executive escalations in ~10 business days without commercial concessions through cross-functional coordination
- Delivered 120+ technical enablement sessions to 650+ users (4.8/5 satisfaction), translating complex concepts for DevOps teams and non-technical stakeholders

PROFESSIONAL EXPERIENCE

Solutions Architect & AI Transformation Lead

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

- Co-founded AI Transformation Initiative: designed LLM evaluation workflows to test prompt variations and measure output quality; built automated documentation pipelines; created prompt libraries for customer enablement
- Led technical onboarding for 100+ enterprise deployments across managed cloud and self-hosted on-prem environments; owned infrastructure configuration, observability setup, and production reliability
- Debugged customer issues across layers (SDKs, REST APIs, cloud infrastructure, application logic); coordinated with product and engineering when root causes required code changes
- Built Python scripts, Jupyter notebooks, and technical templates accelerating onboarding and demonstrating platform capabilities to DevOps and ML infrastructure teams
- Served as trusted advisor to platform, DevOps, and IT teams on architectural decisions, security best practices, and deployment strategies for scale and maintainability
- Owned proactive health checks, upgrade support, and reliability guidance for self-hosted customers; ensured production environments ran smoothly post-deployment
- Created implementation playbooks, API documentation, and technical runbooks adopted across 87% of projects; reduced rework 28%
- Translated customer friction and usage patterns into actionable product feedback; partnered with engineering on feature improvements

Management Analyst

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

- Led enterprise SaaS deployment as client-side technical lead; owned requirements, solution design, integration testing, and production go-live
- Configured API integrations and automated data pipelines connecting EAM, GIS, and SharePoint systems
- Delivered $200K annual value through technology modernization and cross-departmental system integration

Deputy Village Clerk

Village of Itasca | Itasca, IL | Jan 2015 – Feb 2018

- Supported enterprise system deployments; coordinated data mapping, integration testing, and deployment validation with IT and Finance
- Deployed ArcGIS mobile solutions; documented technical workflows and delivered end-user training

TECHNICAL SKILLS

Languages: Python, SQL, scripting/automation, Jupyter notebooks
Infrastructure: Docker, AWS (Partner Accredited), Azure, self-hosted/hybrid deployments, cloud architecture
APIs & Integrations: REST APIs, SFTP, webhooks, SDK configuration, API debugging, third-party integrations
AI/LLM: Prompt engineering, evaluation pipelines, model output comparison, Claude API, OpenAI API, GitHub Copilot
Platforms: Power BI (Microsoft Certified), JIRA, Confluence, GitHub, Dynamics, Smartsheet

EDUCATION

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

CERTIFICATIONS

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