

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

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

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

CORE COMPETENCIES

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

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