

## JACOB ALAN LAWRENCE, MPA

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Dear Hiring Manager,

Every client has unique needs. That's the line in your job posting that resonated most with me. Over the past five years, I've led 100+ enterprise SaaS implementations, and the best outcomes always come from understanding each client's specific context, not running a one-size-fits-all playbook. I'm excited to bring that approach to Alkami as an Implementations Manager for MANTL's digital banking products.

Your posting emphasizes technical aptitude and the ability to learn quickly. At Tyler Technologies, I built deep product expertise across complex enterprise platforms and became the trusted advisor clients turned to for both initial onboarding and secondary engagements. I have hands-on experience with REST APIs, SOAP web services, SFTP integrations, and JSON/XML data feeds. When technical challenges arise, I partner with engineering teams to diagnose issues and keep projects on track. My 92% on-time delivery rate reflects that discipline.

I also understand the cross-functional collaboration this role requires. I've worked closely with Product, Engineering, and Account Management to build processes that streamline onboarding and ensure smooth post-go-live experiences. The playbooks I created reduced rework by 28% and were adopted across 87% of projects. More importantly, I've resolved 13 of 14 executive escalations without commercial concessions by acting as a genuine customer advocate internally.

What draws me to Alkami is the mission: helping community banks and credit unions compete through exceptional digital experiences. Financial institutions need implementation partners who can translate technical requirements into language executives, project leads, and operational teams all understand. That's exactly what I do.

I'd welcome the opportunity to discuss how my implementation experience and technical background can help MANTL clients achieve maximum impact. Thank you for your consideration.

Sincerely,

**Jacob Lawrence**