

## JACOB ALAN LAWRENCE, MPA

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Dear Hiring Team,

Partners in Performance's approach to driving operational excellence resonates deeply with how I've built my career: delivering measurable improvements while embedding the processes and capabilities that sustain performance long after the engagement ends. With 7+ years leading 100+ client implementations and a track record of building continuous improvement capabilities through coaching and organizational wiring, I am excited to bring this experience to PiP's Manager role.

My work at Tyler Technologies maps directly to PiP's core framework. On the Ideas front, I delivered measurable improvements across 100+ engagements with 92% on-time and 95% on-budget delivery. For Wiring, I created playbooks and operational frameworks adopted across 87% of engagements, reducing rework by 28% and ensuring sustainable performance improvements. On Skills, I built client capabilities through 120+ coaching sessions (4.8/5 satisfaction), including Train the Trainer programs that transferred continuous improvement skills to client teams.

I have also contributed to firm building through intellectual property development. I created standardized delivery frameworks, playbooks, and best practices that improved our organization's internal efficiency and were adopted across teams. When leading problem-solving efforts on executive escalations, I resolved 13 of 14 without commercial concessions by coordinating cross-functional resources and ensuring effective prioritization across competing demands.

What draws me to PiP is your commitment to working as true partners with clients to deliver both commercial impact and behavioral transformation. My MPA training and prior government experience give me strong perspective on driving change in complex, stakeholder-rich environments. I am based in the Chicago area, comfortable with travel (historically around 25%), and flexible on location to support client needs across the US or Canada.

I would welcome the opportunity to discuss how my experience in implementation leadership, continuous improvement, and capability building aligns with PiP's needs. Thank you for your consideration.

Sincerely,

**Jacob Lawrence**