

JACOB ALAN LAWRENCE, MPA

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Penguin Solutions

Hiring Manager, Director of Managed Services

Dear Hiring Manager,

I am writing to express my interest in the Engagement Manager position at Penguin Solutions. Your mission of helping customers turn cutting-edge ideas into outcomes resonates with my professional purpose: I have spent the past seven years serving as the primary point of contact for enterprise and government clients navigating complex technology environments. The opportunity to do this work at Penguin, where HPC, AI, and IoT solutions are accelerating breakthrough innovation, is genuinely exciting.

In my current role, I own client relationships across 50+ accounts, building trusted partnerships with Director, VP, and C-suite stakeholders. I establish quality assurance processes, monitor SLAs and KPIs, and proactively address risks before they impact delivery. When escalations do arise, I coordinate cross-functionally with engineering, product, and support teams to resolve them. This approach has allowed me to resolve 13 of 14 executive escalations without commercial concessions, maintain 92% on-time delivery, and earn a 4.8/5 satisfaction rating across 120+ client presentations and business reviews.

Your job description notes a preference for experience with hyperscalers, enterprise clients, and federal/state government. I bring all three. My clients have included state agencies, municipal courts, and enterprise organizations with complex technical requirements. I am comfortable translating between technical teams and business stakeholders, developing operational performance metrics, and using data to drive decisions. I have also managed project budgets across concurrent engagements and led both remote and onsite presentations with senior leadership.

I would welcome the opportunity to discuss how my experience aligns with Penguin Solutions' needs. I am based in Illinois (Central time), comfortable with 10-25% travel, and available for remote work. Thank you for considering my application. I look forward to the possibility of contributing to your clients' success.

Sincerely,

Jacob Lawrence