

JACOB ALAN LAWRENCE, MPA

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Manager | Operational Excellence & Continuous Improvement | Client Delivery

SUMMARY

Client-facing implementation leader with 7+ years delivering measurable improvements, embedding sustainable processes, and building continuous improvement capabilities for complex organizations. Led 100+ engagements with 92% on-time delivery while coaching client teams, developing intellectual property, and contributing to organizational efficiency. Proven ability to lead problem-solving efforts, prioritize initiatives, and wire client organizations for sustained high performance. MPA-trained with strong safety orientation and experience driving change across diverse stakeholder environments.

KEY RESULTS

- Delivered measurable improvements across 100+ client engagements for courts, municipalities, and government agencies, maintaining 92% on-time and 95% on-budget delivery
- Embedded sustainable processes through playbooks and operational frameworks adopted across 87% of engagements, reducing rework 28% and shortening stabilization by 5.5 days
- Built continuous improvement capabilities through 120+ coaching sessions with 650+ client users (4.8/5 satisfaction), including Train the Trainer programs for lasting skill transfer
- Resolved 13 of 14 executive escalations without commercial concessions through problem-solving leadership, cross-functional coordination, and proactive stakeholder management
- Contributed to firm building by developing intellectual property: standardized playbooks, delivery frameworks, and best practices that improved internal efficiency
- Built operational dashboards integrating multiple data sources to surface risks 1-2 weeks earlier and guide data-driven prioritization decisions

PROFESSIONAL EXPERIENCE

Implementation Consultant / Client Delivery Lead

Tyler Technologies | Enterprise Software | Chicago, IL (Remote) | Jul 2020 - Dec 2025

- Led end-to-end client implementations from discovery through go-live, delivering measurable improvements in operational performance across diverse client environments
- Embedded sustainable processes through playbook development, process documentation, and organizational wiring that ensured ongoing performance after engagement
- Developed continuous improvement capabilities through extensive coaching, mentoring, and capability transfer programs that built lasting client skills
- Prioritized initiatives effectively across 12-20 concurrent engagements, ensuring appropriate pace of implementation while maintaining quality and safety standards
- Led problem-solving efforts on complex technical and organizational challenges, coordinating cross-functional resources (conversion, integrations, product, support) to remove blockers
- Contributed to firm building through IP development: created standardized playbooks, delivery frameworks, and operational best practices adopted organization-wide
- Built operational dashboards (Power BI, Dynamics, JIRA) to track engagement health, identify risks early, and inform executive communications
- Traveled approximately 25% for on-site workshops, cutover execution, and executive alignment sessions with client leadership

Management Analyst

Village of Morton Grove | Local Government | Morton Grove, IL | Sep 2018 - Jul 2020

- Led enterprise technology implementation delivering \$200K annual value through process automation, systems modernization, and operational improvements
- Co-led EAM rollout for Public Works: configured asset/work-order models, established preventive maintenance schedules, and drove adoption across 40+ field and office staff
- Served as client-side project manager for case management system implementation, leading requirements gathering, UAT, training, and go-live coordination
- Built cross-departmental capabilities through training, documentation, and change management that sustained improvements post-implementation

Deputy Village Clerk / Project Contributor

Village of Itasca | Local Government | Itasca, IL | Jan 2015 - Feb 2018

- Supported SAP EAM implementation: coordinated with IT and Finance on system configuration, data mapping, and process design, reducing inspection-to-closeout time by 35%
- Deployed mobile field solutions (ArcGIS Collector/Field Maps) improving data quality and operational efficiency for field crews

CORE COMPETENCIES

Operational Excellence • Continuous Improvement (CI) • Measurable Impact Delivery • Process Design & Sustainability • Organizational Wiring • Coaching & Capability Building • Problem Solving & Prioritization • Change Management • Cross-Functional Coordination • Client Partnership • Intellectual Property Development • Safety Leadership

TOOLS & METHODS

Analytics & Reporting: Power BI (Microsoft Certified), Excel, Operational Dashboards

Project & Collaboration: Microsoft Dynamics, JIRA, Smartsheet, Confluence, M365

Implementation: Data migration, API/SFTP integrations, UAT coordination, Cutover planning

EDUCATION

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

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