

Mike Trzinski, PMP, CTS, DSCE

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Professional Summary

Accomplished Project and Product Manager with over 30 years of experience in project management, IT management, and product development. Proven track record in leading high-performing teams to deliver complex digital signage solutions. Adept at strategic planning, stakeholder communication, and ensuring project success within budget and on schedule.

Experience:

Creative Realities, Inc., Jan 2018 – Present

Vice President of Technical Delivery, Nov 2023 - Present

- Oversee project management practices, leading the Engineered Solutions Teams.
- Foster collaboration and drive excellence in technical execution.
- Ensure projects are completed on time, within budget, and to the highest quality standards.
- Report directly to the CFO, acting as a pivotal link between technical teams and executive leadership.
- Achieved a 95% on-time project delivery rate and improved customer satisfaction scores by 15%.

Director of Project Management, Jan 2018 – Nov 2023

- Led the Project Management Organization, coordinating all phases of digital signage installation projects.
- Created processes and procedures to manage projects and meet customer expectations.
- Developed and implemented project plans, communicating directly with contractors/designers regarding budget, staffing, and scheduling.
- Ensured adherence to contract specifications and met project milestones within approved budgets.

AccentHealth / Outcome Health, Nov 2017 - Jan 2018

Supplier Manager, Nov 2017 – Jan 2018

- Managed supplier relationships, improving the quality and cost of field service work.
- Supported internal stakeholders in navigating unique supplier processes for optimal member experience.
- Facilitated process modifications through structured communication and feedback with appropriate stakeholders.

Product Quality Specialist, Jul 2017 – Nov 2017

- Created reverse logistics processes, quality assurance tracking, and technical hardware deployment processes.
- Provided product engineering consultation to the hardware design team for new or improved product offerings.
- Analyzed trends in field hardware performance to identify and resolve issues.

Product Technology Manager, Dec 2010 – Jul 2017

- Led the product design and testing team, focusing on new product development and integration.
- Created high-level design documentation for new software projects and oversaw development teams.
- Managed the User Acceptance Testing team and approved all new products for deployment.
- Maintained and improved existing product offerings through enhanced hardware and design implementations.
- Oversaw 140+ field service personnel performing installation, maintenance, and repair.
- Sourced, hired, and trained all field service technicians.
- Maintained installation and service documentation and participated in process improvement activities.

Maverick Technology Services, Dec 2003 - Dec 2010

Owner

- Provided full-service, on-site IT support for small businesses with 1 to 50 workstations.
- Specialized in network design, implementation, and administration.
- Installed and serviced multimedia presentation systems, commercial A/V, and surveillance systems.

Verizon, Apr 2002 - Nov 2003

Senior Business Application Analyst

- Developed and maintained billing system applications utilizing Visual Basic 6.
- Created an application to combine ISP services billing with home phone line billing, processing up to 15 million accounts monthly.
- Provided admin and monitoring functions for NOC staff to manage data communications issues.
- Supported Verizon Customer Billing applications, troubleshooting and correcting various issues.
- Provided 24/7 technical support and led the team in automation application programming and user acceptance testing.

Volt Telecom Group, May 1994 - Apr 1998

Project Manager

- Managed IT operations, including server and workstation maintenance, data link support, and mainframe operations.
- Oversaw Y2K conversion projects and managed multiple site projects across various cities.
- Led the CAD department in producing digital maps for telephone utilities contracts.

Education:

BS in Computer Science

Florida Metropolitan University, 2001 - 2003

Computer Science

St. Petersburg College, 1990 - 1993

Licenses & Certifications:

- Project Management Professional (PMP), Project Management Institute (Issued Oct 2020 - Expires Oct 2026, #2814291)
- Certified Technology Specialist (CTS), AVIXA (Issued Jun 2015 - Expires Jun 2027, #1332959)
- Digital Signage Certified Expert (DSCE), Digital Signage Experts Group