

Mike Trzinski, PMP, CTS, DSCE

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Professional Summary

Seasoned technology leader with over 35 years of experience spanning IT management, systems integration and installation, and product development. I specialize in leading complex technology initiatives from concept through execution—bridging business strategy, technical implementation, and cross-functional collaboration. My background includes large-scale project management, enterprise system design, software deployment, and lifecycle asset management, with a consistent focus on operational excellence and measurable business outcomes. I'm passionate about building strong teams, optimizing processes, and delivering scalable technology solutions that drive efficiency and innovation across diverse industries.

Experience

IES Communications, October 2025 – Present

Director of Project Management Operations Oct 2026 – Present

- Lead PMO operations by building high-performing teams, standardized processes, and scalable systems that drive consistent project success.
- Drive continuous improvement through development of SOPs, best practices, and operational governance across delivery functions.
- Enhance project execution by improving tools, reporting, training programs, and workflow efficiency.
- Mentor and support project leaders through complex, high-risk challenges to ensure strong outcomes and customer satisfaction.
- Partner cross-functionally with senior PMO, Quality, and Employee Development teams to strengthen delivery performance and employee 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 budget

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