

Troy Shimkus

Product Manager

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Experienced Custom Services Product Manager with a proven track record of delivering tailored solutions that drive customer success. I lead teams to develop innovative, customer-centric solutions that enhance product adoption and seamlessly integrate into daily workflows, ensuring long-term value and engagement.

Skills

- SQL
- Alteryx/Knime/Talend ETL Tools
- Web Development
- Learning Management Systems
- Salesforce
- JIRA
- Agile Development
- JavaScript/Python Scripting
- Adobe/Apple Creative Suite
- Snowflake
- AWS/Azure Cloud
- API Integrations

Work Experience

Manager, Professional Services

Jan 2022 - Present

PowerSchool

Leading a team that successfully customizes our dashboard solutions for more than 150 school districts with 100,000+ students increasing product buy-in and renewals.

- Develop and maintain procedures to ensure consistent deployment of customizations
- Create documentation on internal processes for successful onboarding and cross training
- Bridge communications between technical-teams and non-technical stakeholders
- Facilitated cross-functional collaboration between engineering, QA, and stakeholders to deliver SaaS product enhancements.

Consultant

Jan 2008 - Present

Independent Consulting & Software Integration

Creating custom software solutions for over 20 small business clients by integrating existing software installations with custom development and API integrations. Focused on optimizing operations by selecting and implementing best-in-class tools to meet goals with seamless integration and long-term efficiency.

- Developed fully custom file repository and checkoff web app for event planner
- Developed mapping solution for volunteer organization to focus volunteers on local outreach
- Integrated APIs for state-wide voter database to enable outreach and registration efforts
- Developed internal AI-powered tools for non-profit organizations, including voter engagement dashboards, automated data matching, and generative AI solutions to support decision-making and outreach.

President, Deltona Strong, LLC

Aug 2018 - Present

Deltona, FL

Founded and lead a nonprofit focused on community building for over five years. Established community programs and partnered with the city to launch initiatives supporting vulnerable families, including an emergency hotline connecting the newly homeless to critical resources.

- Developed a 40-plot community garden providing community and family activities
- Hosted charity fundraisers bringing over \$40,000 in two years for local cancer patients
- Hosted public forums to encourage engagement between community and elected leaders coaching both the public and the city representatives on conflict resolution and goal setting

City Commissioner

Jan 2024 - Nov 2024

Deltona, FL

As a City Commissioner, played a key role in selecting new leadership to stabilize city operations and restore public trust. Advocated for data-driven decision-making, pushing for public-facing dashboards to enhance transparency and improve communication with residents.

- Worked with consultant to develop job description for City Manager to attract best fit candidates
- Led the direction in ensuring that compensation offered would reflect our needs as a city
- After my efforts the city launched a new public facing dashboard to keep public informed of development projects
- Drove stakeholder alignment and cross-departmental collaboration to launch public-facing dashboards and ensure transparency in city operations.

Implementation Manager

Jan 2014 - Dec 2022

PowerSchool

Led resolution of complex technical issues to drive customer adoption of classroom solutions. Collaborated with development teams to enhance product functionality, ensuring alignment with the needs of educators for a more effective and user-friendly experience.

- Worked on-site with customers to develop support teams and transfer ownership ensuring successful adoption
- Met with district leadership to define and develop rollout plans and goals
- Recorded user feedback for product enhancements and updates increasing customer buy-in
- Resolved critical issues to improve user experience and retention, increasing customer trust

Innovative Learning Specialist

Jul 2003 - Jun 2007

Lake County Schools | Florida

Implemented software and hardware solutions across Lake County Schools, ensuring seamless adoption. Designed and delivered training programs for educators and staff at all levels to maximize technology effectiveness and improve classroom and administrative workflows.

- Worked with school leaders to develop training and rollout plans specific to their school
- Held public meetings to inform community of improvements in technology offerings

- Developed individualized coaching plans for educators at all levels to drive adoption

Education

University of Central Florida

Bachelor Music Education

Florida State University

Master Music Education