ROBERT WILLIAM MITCHENER

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LEADER PRODUCT MANAGEMENT – DIGITAL SYSTEMS
PRODUCT OPERATIONS LEADER – SCALABLE SYSTEMS & CROSS-FUNCTIONAL ALIGNMENT
Agile Manager ▪ Cross-Functional Leader ▪ Artificial Intelligence (AI) Product Development

A strategic product management executive with a decade of experience leading high-performance teams of over 40 members delivering results to meet Key Performance Indicators (KPIs). Adept at building and scaling product organizations by implementing practical AI solutions and Agile methodologies to reduce costs, streamline workflows, and drive customer value. Currently enhancing a strong foundation in technology through an MBA with a focus in Innovation Management

- Led cross-functional collaboration that reduced costs, improved compliance, and drove vertical growth.
- Served as a strategic partner, reducing drag and building scalable frameworks for rapid product execution.
- Directed Agile implementation, ensuring tangible results through defined two-week sprints.
- Executed Productization implementation through Project Management Organization (PMO) methodology.

EXPERIENCE

TEREX CORPORATION   Oct. 2024 – Present
A global industrial manufacturer specializing in materials processing machinery, waste and recycling solutions, and equipment for the electric utility industry.

Director of Product Management (Oct. 2024 – Present)
Leader in product operations for a $52M ARR SaaS portfolio, leading a 60-member cross-functional organization including Technical Product Owners, SCRUM, Business Analysis, Product Management, and Annotation Services.

Key Achievements:
- Implemented strategic direction of Agentic AI systems for workflow automation optimizing existing support capacity to yield 120% increase in customer engagement while maintaining Net Promoter Scores (NPS).
- Established direction for unsupervised model generation to support continuous learning strategies for AI, growing and maintaining high model F-Score, and improving gross margins by 40% for video and image processing services.
- Built scalable systems by leveraging AI (CoPilot, Gemini) to streamline product requirement definitions and generate UAT scripts, contributing to a 90% reduction in product defects and operational drag.

DOVER CORPORATION   May 2014 – Oct. 2024
A diversified global manufacturer that delivers services across five operating segments: Engineered Products, Clean Energy & Fueling, Imaging & Identification, Pumps & Process Solutions, and Climate & Sustainability Technologies.

Director of Product Management (Mar. 2023 – Oct. 2024)
Directed product operations for a $36M ARR SaaS portfolio, leading a 40-member cross-functional organization including Technical Product Owners, SCRUM, Business Analysis, and Product Management.

Key Achievements:
- Led Software as a Service (SaaS) organization strategy generating $36M Annual Recurring Revenue (ARR) with 31% Earnings Before Interest and Taxes (EBIT).
- Developed productization strategies releasing seven products pivotal to capturing One Time Revenue (OTR) of $44M in 2024.
- Served as the foundation for the organization by defining and implementing repeatable Go-to-Market processes, improving cross-functional flow and increasing market penetration by 37%.
- Led rapid experimentation and process improvements that drove customer adoption, resulting in a 65%

increase in successful product launches and expanding product portfolio by 116%.

Senior Product Manager (Jan. 2022 – Mar. 2023)
Established standard operating procedures (SOP) for customer discovery (customer personas, empathy maps, JTBD).

Key Achievements:
- Improved accuracy of return on investment (ROI) on product cost structure within 10% margin of error by improving end-to-end effort evaluation process.
- Created data modeling product forecast analysis pricing strategy for 23% revenue improvements.
- Implemented price tier structure based on market size, reducing Special Pricing Requests (SPR) by 98%.

Product Manager (Dec. 2019 – Jan. 2022)
Defined Operations Product portfolio and identified process opportunities for product stability and cost mitigation.

Key Achievements:
- Implemented standardization on Terms and Agreement (T&A) for product services, removing revenue loss risk for cellular overage services capturing $2.5M ARR.
- Established Service Level Agreement processes maintaining a 99.9% system uptime.

Project Manager (Jul. 2017 – Dec. 2019)
Managed 15 key customer accounts delivering strategic projects that optimized value realization for account expansion.

Key Achievements:
- Standardized workflows in JIRA/Confluence, which improved defect-free deployments by 75%.
- Isolated slack utilization by optimizing planning processes, improving on time delivery by 30%.
- Established standard pricing with minimum agreed year-over-year increases of 5% inflation loss protection.
- Reduced quote generation time by 50%, standardizing order process, through specification consistency.

Business Analyst (May. 2016 – Jul. 2017)
Aligned and translated stakeholder business needs to technical requirements ensuring high-value solution delivery.

Key Achievements:
- Executed template and process standardizations, improving requirements analysis and business sign-off.
- Collaborated with Waterfall project managers to deliver requirements with over 98% acceptance.

EDUCATION AND CREDENTIALS

NORTH CAROLINA STATE UNIVERSITY, JENKINS GRADUATE SCHOOL OF MANAGEMENT, Raleigh, NC   Dec. 2025
Master of Business Administration (MBA), STEM MBA, Innovation Management

TEXAS TECH UNIVERSITY, Lubbock, TX   Dec. 2013
Bachelor of Science (BS), Biological Sciences
Bachelor of Business (BBA), International Business

PROFESSIONAL DEVELOPMENT AND TRAINING – Project Management Institute (PMI) - Project Management Professional (PMP) Certification

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ADDITIONAL INFORMATION

Technical Skills: JIRA, Confluence, Atlassian, SQL, Python, SFDC, API, Postman, SAS JMP, Teamwork, Agentic AI, AI Tools: Gemini, CoPilot, Claude, Cursor, and ChatGPT.