ROBERT WILLIAM MITCHENER

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LEADER PRODUCT MANAGEMENT – DIGITAL SYSTEMS
PRODUCT INDUSTRY LEADER IN TELEMATICS, ERP, AND CRM SOLUTIONS
Agile Manager ▪ Cross-Functional Leader ▪ Market Penetration Strategist

A strategic product management executive with a decade of experience leading high-performance teams of over 40 members delivering Key Performance Indicators (KPIs). Adept at building and scaling product organizations through Agile methodologies that reduce costs and improve process compliance. Currently enhancing a strong foundation in technology, and Candidate for 2023 Jenkins MBA with focus in Innovation Management

- Implemented collaborative processes across diverse organizational units as cross-functional strategist, which reduced costs, improved process compliance, identified opportunity pools, and facilitated vertical growth.
- Market and relationship knowledge throughout industry-specific organizations with nine years' refuse experience; developed leader with regulatory knowledge and policy compliance.
- Established Agile methodology for departmental management with defined sprint deliverables for tangible results on two-week sprints as Agile Performance Director.
- Led Productization implementation through Project Management Organization (PMO) methodology.

EXPERIENCE

ENVIRONMENTAL SOLUTIONS, Chattanooga, TN   May 2014 – Present
Environmental Solutions is the amalgamation of companies with mission is to develop solutions for waste collection industry and greater transportation-reliant adjacencies

Director of Product Management (Mar. 2023 – Present)
Led a team of over 40 team members including Product Owners, SCRUM Masters, Product Managers, and Annotation specialists driving business innovation and integrating artificial intelligence into product strategy.

Key Achievements:
- Lead Software as a Service (SaaS) organization strategy generating $36M Annual Recurring Revenue (ARR) with 31% Earnings Before Interest and Tax (EBIT).
- Developed productization strategies releasing seven products pivotal to capturing One Time Revenue (OTR) $44M in 2024 and on track forecast of $49M in 2025.
- Directed cross-functional go-to-market process improvement strategies, improving market penetration for non-governmental business to 37%.
- Reduced product defects by 90% from 2023 through Product and Development implementations of Standard Operating Procedures (SOP)s such as product requirement definitions, User Acceptance Testing (UAT), and Continuous Improvement/Continuous Development (CI/CD).
- Establishing Product Management process improvements with increases of 65% to successful product launches and expanding product portfolio by 116%.

Senior Product Manager (Jan. 2022 – Mar. 2023)
Oversaw a team of Product Managers and established standard operating procedures (SOP) ensuring product readiness through customer personas, empathy maps, jobs to be done (JTBD) frameworks, and value-based pricing analysis.

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 product forecast analysis methodology that identifies pricing strategy raising SaaS pricing to product valuations generating improvements to Revenue by 23%.
- 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 contracts for product services migrating from Manufacturers Service Agreement (MSA) to a Terms and Agreement (T&A) removing revenue loss risk for cellular overage services capturing $2.5M ARR.
- Established Service Level Agreement process procedures that held to 99.9% system uptime.

Project Manager (Jul. 2017 – Dec. 2019)

Managed 15 key customer accounts managing strategic projects that enabled customer success with our products and services.

Key Achievements:

- Created PMO (Project Management Organization) utilizing Project Management Institute (PMI) SOPs, that enabled six key account migrations to our product services.
- Integrated both Agile and Waterfall methodologies for improving defect free deployments by 75%
- Isolated slack utilization by optimizing planning processes, improving on time delivery by 30%
- Established standard pricing options and packages for hardware with year-over-year increases of 5% supporting inflation loss protection.
- Reduced quote to close process by 50% by standardizing order capture process by reducing order process times within 1-business day.

Business Analyst (May. 2016 – Jul. 2017)

Identified needs, defined requirements, and ensured solutions deliver tangible value to the organization by bridging the gap between business stakeholders and technology teams.

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 by development.

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

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

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

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ADDITIONAL INFORMATION

Technical Skills: JIRA, Confluence, Atlassian, SQL, Python, SFDC, API, Postman, SaS JMP, Teamwork, Artificial Intelligence (AI): Gemini, CoPilot, and Claude.