KEVIN FITZGIBBON

Oak Park, IL 60304   (314) 322-3136
kfitzgibbon3@gmail.com   linkedin.com/in/kevin-m-fitzgibbon

Product Manager | Industrial SaaS, Enterprise Workflows, Applied AI | MBA | CSPO

Product leader with 11+ years translating frontline manufacturing and operations workflows into shipped software, automation, and digital tools across industrial networks. Led cross-functional discovery, delivery, and scaled adoption across 15 sites through operating cadences tied to throughput, downtime, and user needs. Owned a $130MM+ annual capital portfolio while leading a 30+ engineer network. Built Wrench Scribe, an AI maintenance work order drafting assistant that converts technician notes or voice into structured CMMS-ready drafts with human-in-the-loop review, validation controls, observability, and privacy-first handling.

PROFESSIONAL EXPERIENCE

Wrench Scribe | AI Work Order Drafting Assistant for Maintenance Teams   wrenchscribe.com
Product Manager – Independent Project   *Nov 2025 - Present*

- Built and deployed a mobile-first AI workflow that converts technician notes or dictated voice into structured, CMMS-ready work order drafts with human-in-the-loop review and schema-validated outputs
- Defined MVP scope, roadmap, and acceptance criteria using personas, JTBD, user stories, and a PRD
- Interviewed maintenance technicians and supervisors and iterated the UI and field taxonomy based on findings
- Built a 100-prompt evaluation harness to iterate prompts and select models, measuring quality, latency, and cost
- Improved AI parsing performance via prompt engineering, reducing median latency 54%, p95 latency 59%, and cost per request 70%, without degrading output quality
- Implemented production controls including schema validation and repair, retries with timeouts, rate limiting, bot protection, observability, and privacy-first handling that avoids storing raw notes or audio

SHERWIN-WILLIAMS   *Jan 2017 – Jul 2025*
Regional Engineering Director   *Dec 2021 – Jul 2025*

- Directed product and process innovation across 15 North American manufacturing plants and distribution centers, aligning automation, digital, and robotics initiatives to business strategy and improving throughput, safety, and cost
- Shaped strategy and roadmaps for production dashboards, digital factory tools, and robotic packaging systems
- Defined business cases, product requirements, and rollout playbooks for robotics and digital tools, improving safety, adoption, and performance across sites
- Led cross-functional discovery and delivery for internal digital and automation tools, using agile practices to prioritize features that improved user experience, efficiency, and data transparency across sites
- Designed and deployed analytics dashboards and KPIs to visualize performance and guide executive decision-making
- Governed a $130MM+ annual capital investment portfolio, building a 10-year roadmap and prioritization process to balance competing stakeholder needs and ROI
- Developed and mentored a distributed team of 30+ engineers, improving delivery and promotion outcomes
- Ran innovation pilots such as inline quality sensing, using performance data to refine automation roadmaps

Plant Engineering Manager | Baltimore*, MD*   *Oct 2019 – Dec 2021*

- Managed engineering and maintenance operations at a 24/7 consumer packaged goods manufacturing facility, with P&L accountability and a team of 18 engineers, technicians, planners, and supervisors
- Owned site capital planning and execution with budgets up to $3MM annually, delivering automation, capacity, and safety projects on time in a PSM-regulated environment
- Led a $1MM+ robotics packaging project from scoping to delivery, improving throughput, operator UX, and safety
- Coached plant leadership and staff in Lean Six Sigma and change management practices, delivering $2MM in verified annual savings through process optimization and waste reduction
- Directed reliability excellence using predictive analytics and TPM, reducing unplanned operations downtime

Process Engineer | Wheeling, IL   _Jan 2017 – Oct 2019_

- Led cross-functional capital and Lean Six Sigma projects to improve cost, reliability, and OEE in paint manufacturing
- Implemented a real-time productivity data system that improved operator efficiency and process transparency
- Analyzed and optimized capacity constraints to increase throughput by 20% during transition to 24/7 operations
- Standardized critical systems post-merger by driving best-practice adoption across Valspar and Sherwin-Williams

3M

Process and Product Engineer | Nevada, MO   _Jun 2014 – Jan 2017_

- Led Lean Six Sigma Green Belt projects across manufacturing and supply chain, saving over $1MM annually
- Improved safety, quality, service, and cost across four coating lines using Lean Six Sigma and root cause analysis on chronic issues
- Received Exceptional Pollution Prevention Project Award for reducing landfill waste generation by 100 tons per year
- Designed and executed product experiments to quantify process changes and improve fit to customer specifications

EDUCATION

THE UNIVERSITY OF CHICAGO, BOOTH SCHOOL OF BUSINESS   Chicago, IL

Master of Business Administration (MBA)   _2021_

- Concentrations: Business Analytics, Econometrics & Statistics, Entrepreneurship, Operations Management, Finance
- Honors Graduate (Top 20%), Dean's Merit Scholar, Dean's Honor List

UNIVERSITY OF MISSOURI – COLUMBIA, COLLEGE OF ENGINEERING   Columbia, MO

Bachelor of Science in Chemical Engineering, Minor in Mathematics   _2014_

- GPA: 3.60 / 4.00, Cum Laude, Honors Scholar, Multiple merit scholarships and Dean's List recognition

RELEVANT CERTIFICATIONS

- Certified Scrum Product Owner (CSPO), Scrum Alliance, 2025
- AWS Certified Cloud Practitioner, Amazon Web Services, 2025
- AI for Product Management, Pendo, Mind the Product, and Google Cloud, 2025
- Lean Six Sigma Green Belt, 3M and Sherwin-Williams

OTHER SELECTED SKILLS

- **Tools & Platforms:** SQL • Python • Jira • AWS Cloud • Figma • Power BI • Tableau • Excel • IoT • Robotics • PLC
- **Product Lifecycle:** Product Strategy • Product Discovery • Requirements Management • User Research / VoC Roadmapping • User Stories • Backlog Management • Stakeholder Management • Agile • Scrum
- **Data & Insights:** Product Analytics • Experimentation • A/B Testing • KPIs & OKRs • Dashboarding • ROI Analysis
- **Applied AI:** Prompt Engineering • Model Evaluation • Structured Outputs • Human-in-the-loop Workflows Schema Validation • Observability • Guardrails • Rate Limiting • AI Prototyping • Responsible AI