

GREG MCNEIL

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EXPERIENCE

LENOVO

Morrisville, NC

Product Manager, Support Services

2022 – Present

- Direct the end-to-end development cycle of 5 service products targeting the commercial, education, and consumer segments, projected to yield \$XXX million in revenue over three years
- Conduct extensive customer research and technical analysis to expand Lenovo's Battery Warranty service, leading to an industry-best attach rate
- Pioneer the industry's first Reduced Carbon Transport service offering for Fortune 500 companies, delivering a sustainable and expedited method for shipping IT equipment, which garnered XXX million+ news impressions upon launch
- Lead over 20 professionals across marketing, finance, user experience, delivery and more to develop the industry's first CO2 Offset Repair Program, estimated to generate \$XXX million in revenue over three years
- Overhaul Lenovo's in-house service sales tool to drive improved time-to-quote and achieve the industry's best attach rate across all server-based services
- Sponsor and mentor university students for their senior capstone project, which involves designing a Fitbit-style application aimed at inspiring consumers to reduce their carbon footprint

Senior Engineering Program Manager, Enterprise Customers & Quality Tools

2021 – 2022

- Collaborated with software engineering to develop quality management system utilized by 1000+ Lenovo employees, leading to a 30% reduction in time to customer solution and the foundation for *Quality as a Service*
- Translated employee requirements into system requirements and wireframe designs, driving improved employee efficiency
- Lead technical discussions with and present to large enterprise customers on behalf of Lenovo engineering

Engineering Program Manager, Education Products

2020 – 2021

- Collaborated with Lenovo + Google product managers to yield 80% YoY reduction in critical quality issues on Chromebooks
- Designed and implemented largest beta program in Lenovo's history, preventing over \$XM in quality issues by identifying early life failures
- Traveled to over 30 education customers to gain subject matter expertise on user requirements, product usage, and pain points

Product Engineer, Education and Consumer Products

2018 – 2020

- Performed root cause analysis on systemic, safety or other key quality issues as part of a level 3 escalation
- Developed and carried out solutions for critical situations impacting consumer and education devices
- Conducted thorough evaluations of new products by incorporating customer feedback and leveraging experience in addressing quality issues, resulting in successful launch of 6 new products

MODULARITY

Hoboken, NJ

CEO, Founder

2014 – 2015

- Raised \$10K+ on Kickstarter to support development of a unique modular power strip, used the funding for the creation of a proof of concept
- Served as primary spokesperson, developing relationships with local and regional media outlets to secure coverage in more than five publications and broadcasts

EDUCATION

DUKE UNIVERSITY, The Fuqua School of Business

Durham, NC

Master of Business Administration

Exp. May 2025

STEVENS INSTITUTE OF TECHNOLOGY

Hoboken, NJ

Master of Engineering in Systems Engineering

Jan. 2019

Graduate Certificate: Data Exploration and Visualization

Bachelor of Engineering in Mechanical Engineering

May 2018

Concentration: Product Design and Manufacturing

ADDITIONAL INFORMATION

SIDE HUSTLE – TOP 40 COVER BAND

Raleigh, NC

Manager, Drums

2021 – Present