

# Greg McNeil

C: 201 364 3444 | Raleigh, NC 27612 | itsgregmcneil@gmail.com | GregMcNeil.com

## Experience

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### Lenovo | Morrisville, NC

*North America Quality Program Manager | Jan. 2021 – Present*

- Work with software engineers to develop a quality management system used by over 1000 Lenovo employees
- Define system requirements and create wireframe design to translate employee requirements to the software engineering team
- Create training videos and other internal marketing to support release of new software features
- Develop Quality teams' foray into the *Everything as a Service* model with *Quality as a Service*
- Represent the Lenovo Product Engineering team to large enterprise customers
- Travel to customer sites to proactively build relationships and reactively address critical issues
- Provide support to sales engineering and technical account managers
- Distill and communicate technical topics to non-technical stakeholders
- Present to executive team on high severity quality issues

*Chromebook Quality Program Manager | Jan. 2020 – Jan. 2021*

- Collaborated with product managers to drive lessons learned into the development cycle
- Traveled internationally to represent customer pain points on the offering's definition team as an education subject matter expert
- Worked with Google and other key stakeholders to develop strategic projects designed to reduce Chromebook quality issues, repair time, and response time
- Created the largest beta program in Lenovo history to find early life failures
- Visited over 30 school districts to better understand user requirements, usage, and pain points
- Received the *Team Excellence Award* for the team's effort on improving Chromebook quality

*Consumer Quality Engineer | Oct. 2018 – Jan. 2020*

- Performed root cause analysis on systemic, safety or other key quality issues as part of a level 3 escalation
- Developed and implemented solutions for critical situations impacting consumer and education devices
- Evaluated and performed teardowns on new products using insight gained from customer visits and previously resolved quality issues
- Trained internal and external technicians on repair actions for critical quality issues
- Responded to escalations by traveling onsite to perform root cause analysis
- Received the *Individual Excellence Award* after developing a custom solution to a customer complaint

### Modularity, LLC | Hoboken, NJ

*CEO, Founder | Feb. 2014 – Aug. 2015*

- Developed a modular power strip unique to the American market
- Raised over \$10,000+ and became fully funded on the crowd funding platform, Kickstarter
- Participated in and shaped the first ever *Stevens' Startup Incubator program*
- Represented the organization to local and regional media outlets
- Managed a team of four cofounders

## Education

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### 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 Experience

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### Side Hustle - Top 40 Cover Band

*Manager, Drums | May 2021 – Present*

### Kappa Sigma Rho Omega Alumni Association

*Board Member, Past President | May 2018 – Present*

### Freelance Professional Musician

*Drums | Jan. 2014 – Present*

## Hobbies

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Video Editing | Electronics | Construction | 3D Printing | Baseball | Travel | Cooking