

GREG MCNEIL

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EXPERIENCE

APPLE

Senior Product Manager, AppleCare

Sunnyvale, CA

2025 – Present

LENOVO

Product Manager, Support Services

Morrisville, NC

2022 – 2025

- Led cross-functional teams of 20+ members through the end-to-end development cycle, delivering six service products and enhancements across commercial, education, and consumer sectors, resulting in \$300M+ projected revenue over three years
- Defined product requirements through in-depth technical analysis, contributing to the success of Lenovo's Battery Warranty service with an industry-leading attach rate
- Spearheaded sustainability initiatives, including the CO2 Offset Repair Program and Reduced Carbon Transport service, which won multiple industry awards, generated significant revenue, and captured global media coverage
- Initiated and developed Lenovo's insurance programs, expanding the Accidental Damage Protection service offering and enhancing customer value propositions
- Simplified and relaunched the Data Center support services portfolio, driving towards industry-best attach rates
- Enhanced the Lenovo Subscription Platform by building a monthly subscription model, opening a new \$100M+ revenue opportunity over three years
- Mentored future talent through a university-sponsored capstone project focused on developing a consumer app to track carbon footprints

Sr. Engineering Program Manager, Enterprise Customers & Quality Tools

2021 – 2022

- Collaborated with software engineering teams to develop a comprehensive quality management system used by over 1,000 technical employees, reducing time to customer resolution by 30%
- Gathered and translated employee requirements into detailed system specifications and wireframe designs, driving substantial improvements in employee productivity and overall system usability
- Led technical discussions with large enterprise customers, serving as a key representative of Lenovo's engineering teams
- Presented technical roadmaps, product updates, and quality improvements to ensure alignment with customer expectations and business objectives

Engineering Program Manager, Education Hardware

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 \$5M+ in quality issues by identifying early life failures
- Traveled to dozens of education customers to develop subject matter expertise on product usage, and pain points

Quality Engineer, Education and Consumer Hardware

2018 – 2020

- Led the technical root cause analysis and resolution of OS, firmware, drive and other product issues, optimizing the quality of consumer and education devices
- Conducted comprehensive product evaluations, providing design feedback to support the successful launch of six new hardware products
- Partnered with cross-functional teams in engineering and quality assurance to drive product improvements, leading to a marked decrease in post-launch quality issues

EDUCATION

DUKE UNIVERSITY, The Fuqua School of Business

Durham, NC

Master of Business Administration

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

Interest: Drums, Video Editing, Hobby Electronics, Travel, Ping Pong, Woodworking, Economics