

# GREG MCNEIL

C: (201) 364-3444 | Santa Clara, CA 95054 | itsgregmcneil@gmail.com | GregMcNeil.com

## EXPERIENCE

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### 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

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**DUKE UNIVERSITY, The Fuqua School of Business**

**Master of Business Administration**

Durham, NC  
May 2025

**STEVENS INSTITUTE OF TECHNOLOGY**

**Master of Engineering in Systems Engineering**

Graduate Certificate: Data Exploration and Visualization

Hoboken, NJ  
Jan. 2019

**Bachelor of Engineering in Mechanical Engineering**

Concentration: Product Design and Manufacturing

May 2018

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