BRIAN KNEEBONE

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PRINCIPAL PRODUCT MANAGER & STRATEGIST

Technology principal with strong product management, quality, development, design, and people skills that include leadership, sales, delivery & training. Deeply experienced with large named global customers and partners including channel sales, channel and direct services as well as integrated solution vendors and original equipment manufacturers. Bilingual with both English and French with extensive experience working with and within one of the original Silicon Valley companies with over 15 years of remote working and leadership. Core competencies include:

Vendor Relations | Field, Industry Acumen | Feedback Sessions | Customer Experience, Satisfaction | Compliance

EXPERIENCE

Hewlett-Packard Company (HP Inc.)
Principal Firmware Product Manager & Strategist, Office Printing Systems, March 2023 - August 2025
Gathered customer & market insights on firmware & solutions integration capabilities via direct research, competitive intelligence team engagement as well as feedback sessions with field personnel, quality teams and direct customer & partner consultations.

- Guided the next-generation firmware & solutions integration effort with design, R&D and quality that included proposing and developing a multi-phase early access program which just completed with a highly successful internal alpha.
- Lead concept development and planning for initial setup and onboarding at scale that will be zero trust and be near zero touch with respective security & cost focused value propositions.
- Drove concept development with design, customer experience and quality teams for closing gaps on enterprise insights with feedback, report a problem and moment of truth surveys integrated into platforms & experiences more directly.
- Researched enterprise product management software to better manage cascading backlogs, align with strategic objectives and customer and partner insights and manage roadmaps across different teams.
- Developed a framework used as the basis for process re-engineering teams to better funnel and prioritize new work tightly aligned with strategic charters.
- Trained and developed content for worldwide presales and support teams with other quality, design and R&D technical partners.
- Resolved recurring prioritization and delivery conflicts between internal teams with visibility back to respective architects and leaders where needed.

Principal Developer Support Architect, Enterprise Solutions Quality, November 2022 - March 2023
Led a global team of developer support agents supporting HP's largest 3rd party print technology partners via Zendesk forum posts, support tickets & knowledge base articles. Directly consulted with channel & technology partners as well as customers more for mission critical escalations and feedback sessions.

- Presented to technology partner developers and their management in annual conferences.
- Implemented an HP SDK feedback and improvement tracking system.
- Maintained the Zendesk customized plug-ins and MEVN full stack admin cloud console.

Principal Engineering Services Project Manager, Enterprise Solutions Quality, November 2015 - November 2022
Consulted with HP's largest enterprise customers, channel partners, technology partners and internal teams to resolve firmware & solution integration escalations blocking critical sales and delivery teams by identifying and owning the problems, developing a plan to resolve and driving to conclusion.

- Developed and deployed critical enterprise prototypes and enablers including a device management SDK, offline licensing platform and automation projects that unblocked over two billion dollars in pending sales and deployments and proved concept viability too.
- Consulted with customers and partners as well as R&D, internal quality and sales response team stakeholders to better steer and logically phase development efforts.
- Developed a community of programmers and scripters internally with field and support personnel to better steer interested innovators, tap them as a funnel and avoid creating ambiguous support dependencies.

Expert Sales Response & Complex Deployment Engineer, LaserJet Enterprise Solutions, January 2011 - November 2015
Supported technical pre-sales and technical delivery consultants on blocked deals and deliveries requiring access to advanced specifications beyond data sheets, evaluate escalation & competitive claims to enhance firmware & solution features too.
- Enhanced quality technical marketing and field technical delivery consultants with support blockages spread across multiple firmware & solutions assets.
- Built an internal knowledge base on HP proprietary device management & solution integration application programming interfaces for more advanced personnel.

PRIOR ROLES: Field Delivery Technology Consultant, Canadian Service Delivery (Hewlett-Packard Canada) → Field Pre-sales Technology Consultant (Hewlett-Packard Canada) → Presales Consultant & Inside Sales Representative (Sitel under contract to Compaq, then Hewlett-Packard Canada)

EDUCATION

- Various online course certificates of completion (Udemy) including full stack web development.
- Two years at Carleton University (no degree).
- Ontario Secondary School Diploma (OSSD - Grade 13) diploma with bilingual French certificate.