

NEIL O'NEAL III

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Open to remote opportunities

TECHNOLOGY IMPLEMENTATION AND BUSINESS SYSTEMS

Business systems and implementation professional with experience in operations, CRM migration, software configuration, and user training. Built and deployed a custom business platform that reduced recurring software costs by approximately 60%, including AI development tooling. Hands-on experience with data validation, API/webhook setup, and AI-assisted development.

CORE SKILLS

Implementation: CRM migration, data validation, API/Webhook support & setup, software configuration, user onboarding, change management, SOPs

Tools: AWS, Claude, ChatGPT, Google Workspace, QuickBooks Online, Excel, CRM administration, workflow automation

PROFESSIONAL EXPERIENCE

O'Neal Jr. Roofing, Inc.

West Palm Beach, FL

Vice President

2022 - Present

- Built and deployed Roof Verify using Claude and ChatGPT-assisted development; personally drafted requirements, reviewed code, and implemented server updates and API integrations.
- Migrated customer and project data from Roofr and Proline into Roof Verify; validated imports through record reconciliation, project spot checks, and exported CSV review.
- Rolled out a centralized platform covering CRM, scheduling, estimating, proposals, communications, purchasing, invoicing, and payments.
- Reduced recurring software costs by approximately 60% by replacing CRM subscriptions with a custom platform, including hosting, related services, and AI development tooling in the comparison.
- Supported more than 250% company revenue growth since joining in 2016 through business systems implementation and coordination of daily operations.

Operations Manager

2016 - 2022

- Reduced post-inspection estimate turnaround by an estimated 73% through implementation of roof measurement and quoting software.
- Trained users and configured pricing, estimate templates, and customer data imports; documented procedures and resolved software issues.
- Configured QuickBooks user access and documented standard operating procedures to support consistent workflows and staff transitions.
- Managed customer onboarding, project updates, expectations, and issue resolution from initial consultation through completion.

COMMUNITY LEADERSHIP

Town of Loxahatchee Groves: Planning & Zoning Board, 2019 - 2023; Finance Advisory & Audit Committee, 2018 - 2019

Palm Beach County Fire Rescue Reserve Battalion (Volunteer): Lieutenant, 2021 - 2023; Firefighter, 2020 - 2021

EDUCATION

Palm Beach State College: Firefighter/EMT Certification Program, 2020

University of Central Florida: General Studies coursework, 2015 - 2016