

# PATRICK LEINEN

PROGRAM MANAGER

## DETAILS

**PHONE**

(574) 303- 8102

**EMAIL**

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## SKILLS

Program Manager

Strategic Planning

Stakeholder Management

Product Strategy

Operations Management

Change Management

## LINKS

[LinkedIn](#)

[Website](#)

## PROFILE

Program Manager with 15+ years of experience driving cross-functional design and technical initiatives. I specialize in guiding multidisciplinary teams through human-centered design practices, partnering closely with design, engineering, and product leadership to optimize complex systems and deliver innovative, next-generation solutions including AI and Agentic AI. Certified Professional in Managing Artificial Intelligence (PMI-CPMAI).

## EMPLOYMENT HISTORY

### Senior Program Manager, Dell Technologies

Round Rock, TX

Jul 2021 — Feb 2026

- Led cross-functional programs across Design, Engineering, and PM, coordinating complex system roadmaps and ensuring seamless, end-to-end delivery.
- Owned resource planning and operations for a 15+ person organization; scaled capacity to meet aggressive product timelines.
- Established KPI-driven governance with Product and Engineering leaders to surface risks early and keep initiatives aligned to business objectives.
- Standardized Agile practices as ScrumMaster and optimized Jira workflows across multiple workstreams, improving visibility and accelerating throughput.
- Drove execution of high-priority AI initiatives, coordinating frontend/backend integration to deliver cohesive, next-generation service experiences.
- Built internal governance and processes to ensure WCAG accessibility and legal compliance across Dell web properties.

### Producer, Dell Technologies

Round Rock, TX

Dec 2020 — Jul 2021

- Helped drive the design strategy for Dell's APEX multi-cloud management experience, collaborating for cross product teams to align user experiences with key business objectives and accelerate product development.
- Managed design production and workflows for a team of 40+ staff across multiple projects, utilizing Jira, Figma, and FigJam to streamline operations and enhance creative output.
- Championed key design initiatives by leading strategic workshops and brainstorm sessions with cross-functional teams.
- Presented compelling design proposals to stakeholders, securing alignment and resources to advance projects within an agile framework.

### Manager, Accenture

Chicago, IL

Apr 2015 — Dec 2020

- Led initiatives within Accenture Operations, driving cross-organizational and client alignment to unblock decisions and advance strategic programs.
- Facilitated design thinking workshops and translated insights into plans, roadmaps, and deliverables for leadership.
- Partnered with cross-functional teams to turn complex problems into testable concepts and client-ready demos.

- Built high-fidelity interactive tools that simplified complex workflows and accelerated stakeholder buy-in.
- Owned design requirements across projects, contributing to Growth & Strategy initiatives and earning three promotions in five years.

### **Co-Founder, Little i Apps**

South Bend, IN

Jul 2010 — Apr 2015

- Founded and grew a mobile development company delivering iOS and Android apps for internal products and external clients, tackling ambiguous problems.
- Shipped 20+ mobile apps; one achieved #1 in Lifestyle on iOS for 4+ months and #10 overall among paid apps in the U.S.
- Led global media and marketing, securing coverage in the New York Times, CNN, Time, Fox News, AP, Reuters, and NPR, driving significant brand visibility.

## **EDUCATION**

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### **Master of Science in Management and Leadership (MSML), Western Governors University**

2021 — 2023

### **Masters of Business Administration (MBA), Western Governors University**

2021 — 2023

### **Bachelors of Arts in Psychology & Business (BA), Franciscan University**

1999 — 2003

## **CERTIFICATIONS**

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- Certified Professional in Managing AI | PMI-CPMAI (Project Management Institute)
- AI x Design Thinking (Ideo)
- Scrum Master, Scrum Leader 1&2 (Scrum Alliance)
- SAFe Agilist (Scaled Agile)
- Design Thinking Leadership (LUMA)

## **VOLUNTEER**

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- [Ave Maria Press](#) - Member of the Board of Directors
- Boy Scouts, Troop 325 – Committee Member