

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

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

- 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

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