

CONLON NOVAK

ConlonNovak@gmail.com

ConlonNovak.com

Designer and consultant
with a focus on **impact**.

EDUCATION

**Carnegie Mellon
University**
Pittsburgh, PA
AUG. 2016–DEC. 2020

- Master of Human-Computer Interaction
- B.S. in Information Systems and Human-Computer Interaction,
Minor in Film and Media Studies

EXPERIENCE

Deloitte
Rosslyn, VA
OCT. 2021–PRESENT

Systems Analyst, State Government Account

- Designs, reviews, and manages client approval as a Product Management Consultant for the digital modernization of a state benefits eligibility web portal, which allows thousands of recipients to access assistance yearly.

JAN.—MAR. 2023

UX Researcher, State Government Account

- Conducted a usability study of the state benefits eligibility system, which captured 100+ pain points, 24 insight statements, 28 user stories, and 5 themes.
- Utilized these findings to provide over 100 actionable recommendations, grouped into 13 potential projects, and presented via four proposed project roadmaps considering estimated costs, levels of effort, bandwidth, and differing priorities.

JAN. 2022–PRESENT

UI Designer, Deloitte Internal Firm Initiative

- Supported a successful, high-profile RFP response.
- Gained experience with agile processes with a group of UX and visual designers.
- Translated client scenarios into high-fidelity wireframe mockups and click-through prototypes to demonstrate planned functionality while maximizing usability.

GovTech Startup
Pittsburgh, PA
JAN.—JULY 2020

Developer, Designer, Researcher, and Videographer

- Spent 7 months on a team of 5 students conducting user testing, deriving insights, developing, and prototyping to increase benefits equity and accessibility in PA.

**CMU Office of
Orientation**
Pittsburgh, PA
APR. 2017–AUG. 2019

Donner House Orientation Staff

- Designed, implemented, and facilitated 80+ hours of orientation training for 130 people in preparation for ~300 academic, social, and cultural events over 9 days.
- Implemented a feedback system, facilitating next-day and long-term analysis.

PROFESSIONAL DEVELOPMENT

JULY–SEPT. 2022

Deloitte Digital Product Management training course, Participant

2012–2022

Competed in 12 Hackathons and received 9 sponsor and performance awards

2012–2015

FIRST Robotics Competition Team 4150, Vice President and Programming Lead