

# CONLON NOVAK

[ConlonNovak@gmail.com](mailto:ConlonNovak@gmail.com)

[ConlonNovak.com](http://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  
JULY 2024–PRESENT

#### Product Manager, State Government Account

- Leads a team of 4 developers and testers developing data dashboards for client leadership, facilitating high-impact policy decisions around benefits policy.

OCT. 2021–JUNE 2024

#### 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–JUNE 2023

#### UI Designer, Deloitte Internal Firm Initiative

- Supported a successful, high-profile RFP response using agile processes to support 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.

### Carnegie Mellon University

Pittsburgh, PA  
APR. 2017–AUG. 2019

#### Donner House Orientation Staff

- Designed and facilitated 80+ hours of orientation training for 130 people in preparation for ~300 academic, social, and cultural events over 9 days.

## PROFESSIONAL DEVELOPMENT

JUNE 2024

#### Microsoft Certified: Power BI Data Analyst Associate (PL-300)

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