

Loni Alnor

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EDUCATION

New Jersey Institute of Technology Bachelor of Science, Human Computer Interaction Minor: Sociology GPA: 3.8/4.0 Magna Cum Laude	December, 2023 <i>Newark, NJ</i>
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WORK EXPERIENCE

Johnson & Johnson Technology Leadership Program - XD <i>User Researcher</i>	Jan. 2025 – Present
- Led CX research and usability measurement across COMET, CORA, QUIN, and other platforms, analyzing 500+ insights and launching 15+ surveys to establish 6 usability baselines, drive efficiency, embed WCAG accessibility, and identify \$57M in projected value through UX research - Owned heuristic evaluations, accessibility audits, usability testing, and customer interviews to validate releases, standardize UX copy and tone, and prioritize compliance- and efficiency-driven design backlogs. - Led targeted usability studies through 7 sessions, persona development, and thematic analysis to deliver quick-win design recommendations and secure stakeholder buy-in.	

Johnson & Johnson Technology Leadership Program - PECS TECH <i>Product Analyst</i>	Jun. 2024 – Present
- Led enterprise-scale platform redirects for 50,000+ users during JanssenCarePath.com → JNJwithMe.com transition, managing 5,000+ screen redirects and end-to-end QA, ensuring uninterrupted access and brand alignment across HCP and patient portals. - Eliminated redundant weekly intake requests by designing and launching a Power BI–driven Demand Review Board system, standardizing submissions and delivering a reusable automation blueprint later scaled by Deloitte. - Ensured DSAR compliance, timeliness, and audit readiness by migrating workflows from Jira to IRIS in partnership with IBM and formalizing repeatable documentation for on-time patient data delivery.	<i>Titusville, NJ</i>

Johnson & Johnson Technology Internship Rapid Value Realization <i>Intern</i>	May 2023– Aug. 2023
- Owned UX and delivery for an internal project management website, translating stakeholder needs into wireframes, information architecture, and a shipped platform that improved cross-team process understanding. - Applied user research, experimentation, and data analysis to redesign information organization and address Oncology communication breakdowns with a new collaboration model.	<i>New Brunswick, NJ</i>

Social Interaction Lab <i>Lab Researcher</i>	Jan. 2021– Mar 2022
- Applied qualitative research methods including interview design, transcription, and thematic analysis to generate user insights and support academic research presentations.	<i>Newark, NJ</i>

PERSONAL PROJECTS

- **Flash Tattoo App** — designed a tattoo booking experience backed by user research, including journey mapping and high-fidelity prototyping

CERTIFICATIONS & SKILLS

Certifications: GenAI Biz, Product Management Foundations

Skills: Product strategy & analytics, UX research & accessibility (WCAG), AI chatbot design, Figma, Power BI, Jira/IRIS, Whatfix, Excel