

Loni Alnor

lalnor@its.jnj.com | loni4745@gmail.com | New Jersey | lonialnor.com

EDUCATION

New Jersey Institute of Technology

December, 2023

Bachelor of Science, Human Computer Interaction

Newark, NJ

Minor: Sociology

GPA: 3.8/4.0 | Magna Cum Laude

WORK EXPERIENCE

Johnson & Johnson Technology Leadership Program - XD

Jan. 2025 –Present

User Researcher

- 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

Jun. 2024 – Present

Product Analyst

Titusville, NJ

- 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.

Johnson & Johnson Technology Internship Rapid Value Realization

May 2023– Aug. 2023

Intern

New Brunswick, NJ

- 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.

Social Interaction Lab

Jan. 2021– Mar 2022

Lab Researcher

Newark, NJ

- Applied qualitative research methods including interview design, transcription, and thematic analysis to generate user insights and support academic research presentations.

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