

Jonah Conlin

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Product designer with seven years of experience turning complex systems and workflows into software that's clear, trustworthy, and shippable. I lead design teams and 0-1 product efforts for Fortune 500 organizations, consistently shipping measurable impact.

Experience

Design Manager **2025–Present**
Deloitte Digital, New York, NY

Concept prioritization to product launch – Orchestrated discovery and market research to prioritize five concepts from an original pool of 30+, combining qualitative evaluation with target-user surveys for a Fortune 500 national bank's consumer and SMB app experience. Currently directing a 6-person team through feature grooming and product design toward a 2027 launch.

Senior Product Designer **2023–2025**
Deloitte Digital, New York, NY

Concept to cross-platform product launch – Led design of a food ordering agent for a frontier AI lab, launching a multimodal agentic ordering system for mobile, kiosk, and drive-thru platforms. The platform has taken over 36 million orders in the US and delivered an 18% rise in order conversion over traditional ordering.

Design strategy to site launch – Led a design system overhaul for a 300k+ page platform, delivering 80 reusable components and consolidating 90 templates into 20 scalable patterns. The new system drove a 131% YOY increase in page views, 95% increase in visits, and 21% lift in form completions across seven business divisions.

PRD to dev implementation – Led an 8-person design team to create a 0–1 onboarding and account management experience for retirement plan participants, aligning industry experts and engineers to deliver intuitive flows that drove early adoption and executive buy-in.

Product Designer **2022–2023**
Deloitte Digital, New York, NY

Customer Journey Mapping to Dev-Ready UI – Drove design discovery, concepting, wireframing, and UX/UI development for a new to market B2B web experience for the US retirement industry. Delivered dev-ready screens for five key capabilities, including plan onboarding, fund lineup changes, and dashboards for advisors, TPAs, and recordkeepers.

Graduate UX Design and Research Associate **2020–2022**
Computational Creativity Lab, Carnegie Mellon, Pittsburgh, PA

Product design and development support for several web-based experiences that used computational methods for creative inquiry.

For the U.S. Census Bureau, **created scalable design patterns, UI components, and data visualizations using census data**. Selected from among 40 University teams to present data visualization project at 2021 Opportunity Project Summit.

Education

Carnegie Mellon University
Pittsburgh, PA
Master of Design: Interaction Design | 2021

Georgetown University
Washington, DC
Bachelor of Arts: Art History and Government | 2019

Skills

Product Design

- End-to-end product design (0–1 through scale)
- Front-end prototyping (Figma, Paper)
- Design systems & component libraries
- Interaction design
- Agile workflows, dev handoff, QA/UAT

Design Research

- Discovery & generative research
- Usability testing
- Journey mapping
- Stakeholder synthesis-to-roadmap translation

AI Product Design

- Agentic & conversational UX design
- AI-assisted prototyping (Next.js/React, WebGL)
- Agent evaluation and guardrails
- Agent-legible design systems

Product Management

- Requirements gathering & PRD writing
- Feature prioritization & grooming
- Cross-functional alignment (design/eng/business)