

Job Responsibilities

- Design user flows and processes across the digital platforms for excellent user experience
- Research technology trends that apply appropriately for all given projects
- Work on the creation of new products and modify existing products for online customers.
- Create/design wireframes, process flows, user personas, and journey maps.
- Ensure development of appropriate products and service offerings to meet the needs of the consumers in the online and digital markets.
- Research interaction design trends and apply to deliverables.
- Perform routine reviews and monitor the performance of all digital platform to ensure optimization of customer experience.
- Carry out research to identify trends in the digital markets while being fully aware of new products and the status of competition.
- Conduct user research activities such as usability testing, ethnographic research, card sorts, and surveys.
- Conduct data analytics to better understand customer needs.

Qualification

- Minimum of 5 years professional experience in User Experience/Product Management
- 3 years relevant experience conducting User Experience research and analysis for software, web applications which leverage emergent technologies, consumer electronics and/or mobile devices.
- Strong conceptualization ability, strong visual communication ability, and drawing skills preferred.
- Proficient in creating wireframes and a strong working knowledge of leading prototyping tools.
- Good knowledge of User Interface design patterns and best practice.
- Experience conducting usability tests, card sorts, field studies, survey analysis, and journey map analysis.