Colombia Jobs Expertini®

Senior UX Designer / Researcher (hybrid)

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Company: Concentrix

Location: Bogotá

Category: computer-and-mathematical

Description

Summary

Concentrix Catalyst is the experience design and engineering team of Concentrix, a leading global solutions company that reimagines everything CX through strategy talent and technology. We combine human-centered design powerful data and strong tech to accelerate CX transformation at scale.

The Catalyst Team is seeking a Senior UX Designer / Researcher (hybrid) to join our full-time team as full-time employee.

Digest existing background materials to understand Partner expectations & define the problem(s) to be solved from an end user POV as well as Jobs To Be Done

Create journey maps of current & to-be user experiences

Conduct design discovery around OOTB capabilities; determine where gaps exist between OOTB functionality & end user needs & make recommendations for thoughtful customization

Create high-level user flows which depict the proposed journey of the end user(s) through the app

Create low to mid-fidelity design concepts to validate design solution with representative

end users

Perform usability testing on proposed solution including creation of research plan, participant recruiting (~6 Partners), execution of testing sessions, synthesis of findings, & usability readout including recommended design changes based on Partner feedback

Create high-fidelity polished prototypes which reflect final UX vision

Location:

Colombia, Bogota 3

Language Requirements:

Time Type:

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