

## Senior UX Designer / Researcher (hybrid)

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R1491851

Job Title:Senior UX Designer / Researcher (hybrid) Job DescriptionJob Description

SummaryConcentrix 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 DoneCreate journey maps of current & to-be user experiencesConduct design discovery around OOTB capabilities; determine where gaps exist between OOTB functionality & end user needs & make recommendations for thoughtful customizationCreate high-level user flows which depict the proposed journey of the end user(s) through the appCreate low to mid-fidelity design concepts to validate design solution with representative end usersPerform 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 feedbackCreate high-fidelity polished prototypes which reflect final UX visionLocation:Colombia, Bogota 3 Language Requirements:Time Type:If you are a California resident, by submitting your information, you acknowledge that you have read and have access to the Job Applicant Privacy Notice for California Residents

We will be the greatest customer engagement services company in the world, rich in diversity and talent. We will get there by embracing our culture.

About Concentrix:

We're a company like no other. We are fanatical about our staff and are constantly helping them grow and achieve their career goals. We are a global workplace that offers YOU infinite possibilities!

#### Company Overview:

In a world full of average, we stand out. We believe experience is everything. Period. To achieve outstanding results, we're disrupting the market by being absolutely obsessed with making our clients' businesses better. We bring together the brightest and most creative minds in business, cutting-edge technology solutions, proven design thinking expertise and exceptional customer experience centers. Our clients notice the difference too... in increased customer loyalty, improved business performance and differentiation in their markets. As a diverse, global organization, we have unconventionally fresh ideas and deliver extraordinary customer experiences for more than 450 of the world's best brands. Concentrix. A passionate company powered by passionate people.

Concentrix CVG Corporation

is an EEO/AA/M/F/Vet/Disability Employer.

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