

UX Researcher

What you will do

At Allianz we are looking for an UX Researcher to work with us to reimagine the customer experience across the lifecycle of our portfolio; from sales, to support, to claims; to product renewal. You will work on initiatives that range from ideating a customer-centric proof-of-concept, to digging into the details of strategic products to transform them into something our customers love and need. You enjoy interacting with customers and partners, have your design ideas and assumptions tested, and using customer feedback and insights to create the best experiences for them while meeting product requirements and business needs.

Who you'll work with

You will be part of an innovative customer experience design team responsible for reimagining the way customers and partners interact with Allianz. Our team develops game-changing applications, solutions, and services.

Your Responsibilities

- Drive initiatives via proof-of-concept designs and prototypes
- Design and validate new experiences via mockups, wireframes, flow diagrams, sketches, and other UX artifacts
- Identify pain points, potential usability issues, and design opportunities.
- Collaborate with cross-functional business and engineers to gain insights and into project goals, feasibility, and timelines
- Utilize insights from customers, partners, and internal stakeholders to improve business processes
- Participates and conducts in user research and converts research findings into actionable results
- Advocates for the end user by influencing decisions to ensure that product and design decisions are aligned with user needs and expectations
- Makes enhancement recommendations as needed
- Stays on top of new trends in usability
- Researches best practices in web and app design and converts research findings into design recommendations and plans

Who You Are

- 3+ years' experience with multiple products or across multiple domains
- A portfolio that demonstrates your design talent, including conceptual models, navigation and user flows, information design, and mock-ups
- Strong knowledge and understanding of user-centered design and testing methodologies, subsystems, and usability and accessibility concerns
- Ability to generate end-to-end designs - from concept through production detailing
- Demonstrated experience developing and communicating UX design and design specifications
- Ability to work in cross-functional teams that include marketing, operations, legal, engineering, QA, and other UX professionals
- Proficient with leading design software such as Sketch, Prototype tools and Adobe Creative Suite, etc.

- Experience using user-research with analytics, and other insights to guide product direction
- Excellent written, verbal skills in English and Bahasa Indonesia