

UX Lead

What you will do

At Allianz we are looking for an UX Lead 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 the leader of 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

- Taking a leading role in UI/UX Team to cater business needs
- Translate concepts into user flows, wireframes, mockups and prototypes that lead to intuitive user experiences.
- Facilitate the client's product vision by researching, conceiving, sketching, prototyping and user-testing experiences for digital products.
- Design and deliver wireframes, user stories, user journeys, and mockups optimized for a wide range of devices and interfaces.
- Identify design problems and devise elegant solutions.
- Make strategic design and user-experience decisions related to core, and new, functions and features.
- Take a user-centered design approach and rapidly test and iterate your designs.
- Collaborate with other team members and stakeholders.
- Ask smart questions, take risks and champion new ideas.
- Provide thought leadership on usability and user-centered design principles.
- Inspire our design team to deliver excellent solutions that fit business/product goals while providing customer value.

Who You Are

- Minimum 7 years' experience in leading team that consist various role in UI/UX
- 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