

Job Detail

Executive Level

Position Title	Customer Experience Strategist Tokyo job
Recruiter Company	Fidel Consulting KK
Company Name	Company name is private
Activated / Updated	2024-05-10 / 2024-06-10
Job Type	IT (PC, Web, Unix) - Web Application SE IT (PC, Web, Unix) - Database SE IT (Mainframe) - Application SE
Industry	
Location	Asia Japan Tokyo
Job Description	<p>Conducting Research</p> <p>Take full ownership of all UX research and run multiple streams of work at one time. Set agenda and research scopes, and make proposals to the VP of Experience and stakeholders to formulate research plans. Develop research plans based on an agenda set by the VP of Experience. Plan, gather, and analyze, insights about users through new studies and review of existing data. Compile finished, well-documented research findings to deliver meaningful and actionable insights for internal consumption. Manage, Execute, and analyze usability sessions, with support from other team members or communicating with research vendors. Cross-functional Communication and Stakeholder management</p> <p>Work in a fast-paced environment that thrives on delivering value to our customers frequently. Tightly collaborate with Consumer & Market Insights Specialist to identify insights and present them to business stakeholders Ensure that the services we deliver solve the customers' problems while meeting business goals. Be able to influence product and design decisions with excellent interpersonal skills. Create a UX research roadmap for continuous improvement across the product. Conduct workshops with internal stakeholders to align business needs. Strategy</p> <p>Advising on the most appropriate research methods based on your experience. Conduct competitor and exemplar analysis. Manage yearly plan and budget for UX research</p>
Company Info	The Company offers instant, monthly consolidated credit to consumers by removing hassles from payment and purchase experiences. Uses proprietary models and machine learning to underwrite transactions in seconds and guarantee payments to merchants. The Company increases revenue for merchants by reducing the number of incomplete transactions, increasing.
Qualifications	3+ years working as a UX researcher in a fast-paced environment. 3+ years experience in user interviews for Japanese users Proven competency to perform all research-related tasks including research, planning, evaluating, and iteration Proven competency in data analytics and qualitative aspects of UX research. Proven ability to implement appropriate qualitative research methods effectively. Strong commercial acumen with a positive, pragmatic attitude. Ability to collaborate effectively with stakeholders and act as a strategic partner in design decisions Ability to formulate specific, answerable, and practical questions Excellent time-management skills Experience with remote testing tools Japanese language proficiency - business level
English Level	Business Conversation Level (TOEIC 735-860)

Japanese Level	Business Level(JLPT Level 2 or N2)
Salary	JPY - Japanese Yen JPY 10000K - JPY 12000K