

CX Design & Project Manager Jobs in Dubai | Majid Al Futtaim

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Company: Majid Al Futtaim

Location: Dubai

Category: other-general

1- CX Design & Project Manager

Job: Full Time

Location: Dubai, UAE

Job Responsibilities:

Plan and execute of cross-functional end-to-end projects to redesign customer journeys.

Use research, data, and best-practices to form and validate your solutions

Create journey maps, service design blueprints and prototypes to solve challenging CX problems

Objectively evaluate and refine concepts based on learnings from user testing validation

Job Requirements:

Bachelor's Degree in Design Thinking, Innovation, Human-Centred design or equivalent

Experience: 1- 2 years

Exceptional communication skills – in presenting, listening and feedback loops

Demonstrated deep empathy and connection to stakeholders & customers

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