

**Senior Manager – CX Design Jobs | Majid Al Futtaim Jobs in Dubai**

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Company: Majid Al Futtaim

Location: dubai

Category: other-general

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Description:

The Senior Manager – CX Design is responsible for experience service design end-to-end, to create unique, engaging and inspiring retail experiences online & offline aligned with our retail

objectives.

#### Job Responsibilities:

Lead the design, plan and execution of qualitative research and creation of actionable insights

Lead the creative process of reimagining and reinventing customer journeys

Define, prioritize and visualize journeys

Design digital and physical user interfaces/interactions, simulations, stimulations and prototypes

#### Job Requirements:

Bachelor's degree in Marketing, Design, or any other related field

Master's Degree in the same field is preferred

10+ years in the retail business or closely related industry Extensive years design experience in a digital product environment

Experience in managing and leading a Design team, playing a senior role either as a Visual designer, Interaction Designer, UX Architect, Service Designer or similar

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