# User Experience Researcher

## Description

Plentina is looking for ambitious applicants that are interested in joining a startup focused on financial inclusion. We are a group of passionate individuals striving to unlock the Filipinos potential by providing access to finance through a collection of diverse skill sets working together to provide customers value.

Plentina is looking for driven **UX Researchers** responsible for conducting research on customer experience and needs as well as help anticipate customers' needs and deliver function and delight for them.

The company can offer you mentorship and expand your skill set quickly into other areas that you might be interested in. We're seeking candidates who are comfortable with a high level of responsibility, taking ownership by designing and building independently and fixing problems as they arise. You'll collaborate with our technical, business, operations, and legal firm on a regular basis.

The company will pay for training as necessary to keep up to date with the latest regulation changes.

**The UX Researcher will report to the Senior UX/UI Manager.**

## Responsibilities

- Independently manage and conduct multiple research projects varying in complexity, ranging from tactical to strategic research
- Construct research roadmaps as support for product development
- Contribute to the decision-making process for products and design
- Innovate current user research practices to enable better data collection and understanding, which may include developing frameworks for non-researchers to use in their research initiatives Summarize and convey research insights in ways that will be efficient but ensure an impact to varying audiences from fields including but not limited to design engineering and executive groups.
- Work closely and proactively with various stakeholders in the research projects while building close relations with market researchers and business analysts to gain extensive insights.
- Conduct online and in-person user research interviews, creating personas, identifying methods of research, and submitting user research field reports.

## Qualifications

- Excellent communication skills and great attention to detail
- Passionate about our mission to unlock financial services for the Philippines' emerging middle class
- Strong sense of ownership of their work and its impact on our customers' experiences and livelihoods
- Comfortable being part of a high risk / high reward startup environment as a member of our founding team

**Hiring organization**
Plentina

We aim to unlock financial services to the emerging middle class in emerging markets by using machine learning algorithms. Plentina builds an alternative credit score and app that provides store credit financing to buy essentials like food and medicine. Plentina is currently in the Techstars Western Union accelerator focused on financial access.

**Employment Type**
Full-time

**Industry**
Financial Services

**Job Location**
Manila
Remote work from: Philippines

**Date posted**
December 21, 2021

Apply

- Service-oriented
- Superior analytical skills
- Can work under pressure and can meet deadlines
- Above average communication skills in both English and Filipino (required)
- Ability to convey constructive criticism
- Social Perceptiveness

## Job Benefits

- Bachelor's degree in Psychology, Sociology, or any related field
- At least 3 years+ in a UX research-related role.
- Experience in working with e-commerce or related financial products is a plus.
- A UX Research portfolio showcasing required competencies.

## Experience that would be a plus:

- Bachelor's degree in Psychology, Sociology, or any related field
- At least 3 years+ in a UX research-related role.
- Experience in working with e-commerce or related financial products is a plus.
- A UX Research portfolio showcasing required competencies.

## Contacts

- CV
- Portfolio (Include links to public samples if available)
- Cover letter addressed to the CEO of the company

To apply, go to **tinyurl.com/ApplyAtPlentina**