



Example of Experience Architect Job Description

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Our company is looking to fill the role of experience architect. Thank you in advance for taking a look at the list of responsibilities and qualifications. We look forward to reviewing your resume.

Responsibilities for experience architect

- Optimization of the contact queue routing structure to reinforce training design and operational needs
- Advocate on behalf of the Customer during all business engagements to ensure a consistent and valuable experience for each customer
- Create and visualize customer personae and map customer journeys across various products throughout the lifecycle, capturing touchpoints and highlighting areas of friction
- Drive product/program quality improvements by designing customer journeys, processes and blueprints across our consumer brands and products
- Serve as act as Project Manager for several key clients responsible for day to day operations on projects
- Mentor and manage teams of Junior Consultants to be able to keep project on time review work done by the team
- Demonstrated confidence to voice strong opinions about bridging experiences across different contexts and devices
- Perform configuration and customization of the Salesforce platform
- Industry focus of Capital Markets, Investment Management and Banking preferred
- Build and deliver consistent high-quality architectural artifacts including user flows, wireframes, concept sketches, personas and documentation

Qualifications for experience architect

- Previous experience delivering online knowledge solutions with integrations between online properties, CRM systems & knowledge management systems
- Previous experience launching and delivering a Knowledge Management solution focused on KCS practices preferred
- Able to create and report on all initiatives
- Previous Experience with localization
- Demonstrated ability to facilitate cross-organizational requirements gathering and content architecture design