



https://tripla.io/recruit/sr-product-manager-ux/

Sr. Product Manager – UX

Overview

About tripla:

tripla Co., Ltd. is a leading provider of digital transformation (DX) solutions for the hospitality industry. Our mission is to help hotels maximize profits, elevate guest experiences, and streamline operations through innovative technology. With a comprehensive suite of AI-powered products, including booking engines, chatbots, marketing automation tools, and payment solutions, we empower hotels to optimize both revenue and guest satisfaction. Serving over 7,000 customers across the Asia Pacific, we are expanding globally, with innovation and growth as our core values.

Job Description

We are seeking an experienced Senior Product Manager with a strong UX focus to drive user experience excellence across our suite of products. In this role, you will work closely with design, engineering, and business teams to improve the overall usability, accessibility, and delightfulness of our products. You will be responsible for crafting a product experience that resonates deeply with our global users, ensuring that every interaction is seamless, impactful, and reflects tripla’s mission.

Responsibilities

Product Strategy & Vision

- Execute a product vision centered on creating exceptional user experiences across all tripla products, with a focus on multicultural and global usability.
- Lead UX design improvements across product lines, prioritizing usability, user satisfaction, consistency, and conversion.
- Collaborate with stakeholders to prioritize UX-related product features, defining roadmaps that drive both customer and business value.

UX Research & Design Leadership

- Champion user-centered design by leading user research efforts, including user/customer interviews, behavior analytics, A/B testing, and usability studies.
- Translate research insights into actionable design improvements that address user pain points and enhance product usability.
- Partner with UX/UI designers to refine design systems, prototypes, and product flows that align with global user expectations.

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Cross-functional Collaboration

- Collaborate effectively with engineering, sales, and customer success teams to ensure product features and enhancements meet the highest standards and align with international customer needs.
- Drive strong collaboration between teams to balance technical constraints and business goals, prioritizing an exceptional user experience at all stages.

Data-Driven Product Development

- Leverage data analytics and user behavior metrics to assess product performance and inform UX decisions, utilizing LLM tools to synthesize insights from user feedback and streamline product improvements.
- Advocate for continuous improvements based on real-world user interactions, A/B testing, and analytics.

Customer-Centric Innovation

- Act as the voice of the customer, ensuring that every product decision is grounded in a deep understanding of user needs, expectations, and behaviors.
- Regularly engage with end-users and clients to gather feedback, create user journey maps, and drive a customer-centric product roadmap that aligns with tripla's mission.

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Basic Qualifications:

- Bachelor's degree or equivalent practical experience.
- 5+ years of experience in product management with a focus on UX improvements across multiple products.
- Proven success in leading user-centered design projects and launching UX-driven features.
- Strong analytical, problem-solving, and communication skills, with proficiency in UX research tools.
- Ability to thrive in a fast-paced, startup-like environment.
- Solid understanding of design thinking, agile methodologies, and product development lifecycles.
- Hands-on experience with UX/UI design tools (e.g., Figma, Sketch, Adobe XD).
- Proficiency with LLM tools to support product management tasks and enhance productivity.

Preferred Qualifications:

- Experience in the hospitality, travel, or SaaS industry.
- Experience with global user experience considerations and designing for diverse, multicultural audiences.

In order to communicate with customers, you will be required to have the ability to read, write and speak Japanese.

Key Metrics:

- Increased user satisfaction scores, such as NPS (Net Promoter Score), resulting from UX improvements.
- Reduced drop-off rate and improved efficiency in user onboarding.
- Improved feature adoption rates and conversion metrics.
- Established feedback loop with customers and implementation rate of feedback-driven improvements.



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