



【~¥18M / Customer Success Manager】 IT!

Job Information

Recruiter

SPOTTED K.K.

Hiring Company

Fast Growing Global Tech Company

Job ID

1493549

Industry

Internet, Web Services

Company Type

Large Company (more than 300 employees) - International Company

Job Type

Permanent Full-time

Location

Tokyo - 23 Wards, Chiyoda-ku

Salary

12 million yen ~ 18 million yen

Salary Bonuses

Bonuses paid on top of indicated salary.

Refreshed

September 23rd, 2024 00:00

General Requirements

Minimum Experience Level

Over 6 years

Career Level

Mid Career

Minimum English Level

Business Level

Minimum Japanese Level

Fluent

Minimum Education Level

Bachelor's Degree

Visa Status

Permission to work in Japan required

Job Description

About the Company:

This client is an international tech company aggressively expanding in the Japanese Market. After setting up an office in Japan, they are now looking for an experienced Head of Product, to spearhead the development and expansion of their innovative product offerings in Japan

In this dynamic role, you will act as the key liaison between customers and internal teams, ensuring smooth technical operations and excellent customer satisfaction. You'll collaborate with Engineering, Operations, and Product teams, balancing customer expectations with internal capabilities. Strong technical knowledge of telco systems, including 5G and

APIs, is essential, as you'll manage complex production requirements and troubleshoot issues in real-time.

Key Responsibilities:

- Serve as the primary contact for customers on technical deliverables.
 - Ensure timely communication and problem resolution across teams.
 - Analyze user feedback and drive improvements to enhance customer experience.
 - Actively participate in technical discussions around 5G, integrations, and other telco functions.
 - Collaborate to ensure smooth production and operational performance.
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Required Skills

- A technical degree, ideally in computer science
 - 10y+ experience in customer success or a similar client-facing role
 - Fluent languages skills in Japanese and English for both internal communication and to face clients
 - Ability to work under pressure, adept at multitasking, problem-solving, and an eye for detail
 - Experience in the Japanese telecom industry and a fast-paced environment is a plus.
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Company Description