



Sales/ BD/ Account Manager_Telecommunication domain

head hunter

Job Information

Hiring Company

[Avensys Consulting Pte Ltd](#)

Subsidiary

Avensys Consulting Pte Ltd.

Job ID

1515965

Industry

Communication

Company Type

Large Company (more than 300 employees) - International Company

Non-Japanese Ratio

(Almost) All Japanese

Job Type

Permanent Full-time

Location

Tokyo - Other Areas

Salary

8 million yen ~ 10 million yen

Salary Bonuses

Bonuses included in indicated salary.

Refreshed

January 27th, 2025 00:00

General Requirements

Minimum Experience Level

Over 10 years

Career Level

Executive

Minimum English Level

Fluent

Minimum Japanese Level

Fluent

Minimum Education Level

Bachelor's Degree

Visa Status

Permission to work in Japan required

Job Description

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Avensys is a reputed global IT professional services company headquartered in Singapore. Our service spectrum includes

enterprise solution consulting, business intelligence, business process automation and managed services. Given our decade of success, we have evolved to become one of the top trusted providers in Singapore and service a client base across banking and financial services, insurance, information technology, healthcare, retail and supply chain.

We are currently looking for **Client Partner - Account Management and Customer Success** who has proven track record in IT Industry. This is an exciting opportunity to expand your skill set, achieve job satisfaction and work-life balance. More details as below.

If interested, please share resume to seema@aven-sys.com

- **Client Partner - Account Management and Customer Success**
- **Location: Tokyo, Japan**
- **Reports to: Regional Sales Head**
- **Experience: 8-12 years of relevant experience**
- **Region to Support: Japan**
- **Technology Exp: cloud solutions, SD-WAN, unified communications, IoT, and cybersecurity.**
- **Core Skills: Sales, BD, Account Management, Hunting New Logos, Farming, Customer Success – Contract management, Retention, Renewal, Churn mitigation, NPS, etc.**

Function:

- We are seeking a highly motivated and experienced professional to take on a role as an **Account Manager (AM) and Customer Success Manager (CSM) within the telecommunications sector.**
- Responsible for building and nurturing long-term client relationships to maximize account value.
- Driving adoption and consumption of advanced telecom services such as cloud solutions, SD-WAN, unified communications, IoT, and cybersecurity offerings.

Responsibilities:

Account Management Responsibilities

- Act as the primary point of contact for assigned enterprise accounts, building and maintaining strong relationships with key decision-makers and stakeholders across the organization.
- Identify new business opportunities within existing accounts and actively pursue cross-sell and upsell opportunities for telecommunications solutions such as cloud services, network infrastructure, unified communications, IoT, and security solutions.
- Negotiate complex contracts and agreements to maximize profitability while ensuring alignment with client needs and compliance with industry standards.
- Collaborate with internal teams (sales engineering, product development, marketing) to deliver tailored telecommunications solutions that address customer pain points.
- Monitor account performance metrics (e.g., revenue growth, service adoption) and provide regular updates to internal stakeholders.

Customer Success Responsibilities

- Own the customer onboarding process by aligning internal teams (sales, delivery, program management) with customer goals for seamless implementation of telecommunications services.
- Drive adoption and usage of telecom solutions such as cloud-based services (UCAAS), managed network services (SD-WAN), and other usage-based offerings by analysing customer usage patterns and identifying areas for optimization.
- Conduct regular service reviews with clients to discuss performance metrics, gather feedback (e.g., NPS/CSAT), and implement action plans for continuous improvement.
- Proactively monitor customer health signals (e.g., service quality, network performance) to identify risks or opportunities for churn mitigation and retention strategies.

Shared Responsibilities

- Build trusted partnerships with clients by demonstrating in-depth knowledge of the telecommunications industry, emerging technologies (e.g., IoT, AI-driven networks), and market trends.
- Research competitive landscapes within telecommunications to develop strategic plans that differentiate offerings and deliver value-driven outcomes.

- Manage end-to-end service lifecycle processes, including contract management (SLAs, penalties), MACD (Moves, Adds, Changes, Deletes), and service delivery funnel acceleration for faster revenue realization.

Qualification:

- Bachelor's degree in Telecommunications Engineering, Business Administration, or a related field; certifications in telecom technologies or customer success are a plus.
- Proven experience in account management or customer success roles within the telecommunications industry is required.
- Strong understanding of telecommunications solutions such as cloud services, SD-WAN, unified communications (UCAAS), IoT solutions, cybersecurity offerings, and other digital transformation enablers.
- Demonstrated ability to manage complex deals involving multiple stakeholders across technical and business functions.
- Excellent communication skills (verbal and written) with the ability to build rapport at all organizational levels within enterprise accounts.
- Analytical mindset with proficiency in tracking metrics such as revenue growth, churn rates, NPS/CSAT scores, etc., using CRM tools like Salesforce or similar platforms.
- Fluency in both Japanese (native or near-native level) and English is mandatory for effective communication with local clients and global teams.
- Strong customer-centric approach with a focus on delivering value-driven telecommunications solutions that align with client business objectives.
- Ability to multitask effectively across diverse responsibilities while maintaining attention to detail in fast-paced environments typical of the telecom sector.

WHAT'S ON OFFER

You will be remunerated with an excellent base salary and entitled to attractive company benefits. Additionally, you will get the opportunity to enjoy a fun and collaborative work environment, alongside a strong career progression.

To submit your application, please apply online or email your UPDATED CV in Microsoft Word format to **seema@avensys.com** Your interest will be treated with strict confidentiality.

CONSULTANT DETAILS:

Consultant Name : Seema Verma

Avensys Consulting Pte Ltd

EA Licence 12C5759

Privacy Statement:

We take your personal data protection seriously and adhere to both EU and local data protection regulations.

Upon submission of your CV, you grant Avensys Consulting permission to retain your personal information in our electronic database, unless you specify otherwise. This data will be used to evaluate your suitability for current and potential job openings within our organization. Should you wish to have your personal data removed at any point, a simple notification to us will suffice.

Rest assured, we will not disclose your personal information to any third parties, and we remain steadfast in our commitment to providing equal opportunities to all applicants.

Required Skills

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