CareerCross

【~¥18M / Customer Success Manager】IT!

募集職種

人材紹介会社
株式会社SPOTTED

採用企業名
Fast Growing Global Tech Company

求人ID
1493549

業種
インターネット・Webサービス

会社の種類
大手企業 (300名を超える従業員数) - 外資系企業

雇用形態
正社員

勤務地
東京都 23区, 千代田区

給与
1200万円 ~ 1800万円

ボーナス
固定給+ボーナス

更新日
2024年09月23日 00:00

応募必要条件

職務経験
6年以上

キャリアレベル
中途経験者レベル

英語レベル
ビジネス会話レベル

日本語レベル
流暢

最終学歴
大学卒：学士号

現在のビザ
日本での就労許可が必要です

募集要項

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.

スキル・資格

- 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.

会社説明