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# Customer Success Manager [B2C] - Tech

**Customer Success Manager [B2C] - Tech**

## Job Information

**Recruiter**
Michael Page

**Job ID**
1559530

**Industry**
Software

**Company Type**
Large Company (more than 300 employees)

**Job Type**
Permanent Full-time

**Location**
Tokyo - 23 Wards

**Salary**
7 million yen ~ 10 million yen

**Refreshed**
September 25th, 2025 10:45

## General Requirements

**Career Level**
Mid Career

**Minimum English Level**
Daily Conversation

**Minimum Japanese Level**
Native

**Minimum Education Level**
Bachelor's Degree

**Visa Status**
Permission to work in Japan required

## Job Description

As the Customer Success Manager (B2C), you ensure customers have a seamless and positive experience with the company's products. You build strong relationships, provide support, and help increase customer satisfaction and loyalty.

**Client Details**

This company is a global leader in cybersecurity, protecting millions of users and businesses from evolving digital threats. It offers innovative solutions that secure data, devices, and networks with advanced technology and expert support.

**Description**

- Manage user relationships to ensure satisfaction and long-term retention.
- Provide proactive support and guidance to help users achieve their goals.
- Analyze customer feedback and usage data to identify opportunities for improvement.
- Collaborate with internal teams to resolve issues and enhance the customer experience.

**Job Offer**

- Attractive compensation package with a base salary between 6 to 10M.
- Great work-life balance to support personal well-being.
- Supportive work environment with opportunities to grow and develop professionally.

If you think you'd be a great fit, we encourage you to apply to this position!

To apply online please click the 'Apply' button below. For a confidential discussion about this role please contact Marc Breynart at +81 3 6627 6088.

## Required Skills

- Minimum 3 years of sales or customer success/support experience in B2C.
- Experience working with SaaS services.
- Excellent communication and interpersonal skills.
- English and Japanese.

## Company Description

This company is a global leader in cybersecurity, protecting millions of users and businesses from evolving digital threats. It offers innovative solutions that secure data, devices, and networks with advanced technology and expert support.