



PR/118463 | Customer Success (SAAS)

Job Information

Recruiter

JAC Recruitment Thailand

Job ID

1565030

Industry

IT Consulting

Job Type

Permanent Full-time

Location

Thailand

Salary

Negotiable, based on experience

Refreshed

February 17th, 2026 08:00

General Requirements

Career Level

Mid Career

Minimum English Level

None

Minimum Japanese Level

None

Minimum Education Level

Associate Degree/Diploma

Visa Status

No permission to work in Japan required

Job Description

We are seeking a proactive and strategic Customer Success Manager to join our team and support enterprise-level clients. In this role, you will act as a trusted advisor, helping customers maximize the value of our platform by guiding them through onboarding, adoption, and long-term engagement. Your focus will be on driving customer satisfaction, retention, and growth through meaningful relationships and data-driven insights.

Key Responsibilities:

- Build and nurture long-term partnerships with enterprise clients, ensuring alignment with their business goals.
- Lead customers through the full lifecycle from onboarding to renewal ensuring a smooth and value-driven experience.
- Monitor customer engagement and usage trends to identify risks and opportunities, taking proactive steps to address them.
- Collaborate cross-functionally with sales, product, and marketing teams to deliver a seamless customer experience.
- Identify and support opportunities for account growth, including upselling and cross-selling, in coordination with the sales team.
- Provide strategic recommendations and best practices to help clients optimize their use of the platform.
- Maintain a pulse on customer health metrics and take action to improve satisfaction and retention.

Qualifications:

- 5+ years in a client-facing role such as Customer Success, Account Management, or Enterprise Sales.
- Strong grasp of customer success methodologies and lifecycle management.

- Analytical mindset with the ability to interpret data and translate insights into action.
- Excellent interpersonal and communication skills, with a talent for building trust and rapport.
- Hands-on experience with CRM platforms and customer success tools.
- Background in SaaS or startup environments, particularly in managing mid-to-large enterprise accounts.
- Creative problem-solver with a customer-first attitude and a drive to deliver results.

Interested candidate, please submit your most recent resume in English by simply clicking "APPLY NOW"

JAC Recruitment Ltd.
10F, Emporium Tower, 622, Soi 24, Sukhumvit Road, Klongton, Klongtoey, Bangkok 10110

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Company Description