



PR/118812 | Customer Success (SAAS)

Job Information

Recruiter

JAC Recruitment Thailand

Job ID

1572818

Industry

Business Consulting

Job Type

Permanent Full-time

Location

Thailand

Salary

Negotiable, based on experience

Refreshed

February 3rd, 2026 05:00

General Requirements

Minimum Experience Level

Over 3 years

Career Level

Mid Career

Minimum English Level

Business Level

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 to join our team and support our clients. Your focus will be on driving customer satisfaction, retention, and growth through meaningful relationships and data-driven insights.

Key Responsibilities:

- Deliver impactful training sessions and share innovative ideas to help clients.
- Provide exceptional bilingual support (Thai & English) through multiple channels, ensuring smooth communication and assistance.
- Enhance customer success by conducting proactive follow-ups and offering personalized consultations.
- Develop and refine support resources while contributing to product localization and user-friendly content.
- Handle translations and updates for announcements and in-app language to maintain clarity and accessibility.

Qualifications:

- 2+ 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.

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

JAC Recruitment Ltd.

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#citybangkok

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Company Description