

PR/119989 | Customer Success (SAAS)

Job Information

Recruiter
JAC Recruitment Thailand

Job ID
1609387

Industry
IT Consulting

Job Type
Permanent Full-time

Location
Thailand

Salary
Negotiable, based on experience

Refreshed
November 17th, 2026 17:00

General Requirements

Minimum Experience Level
Over 3 years

Career Level
Mid Career

Minimum English Level
Fluent Level

Minimum Japanese Level
None

Minimum Education Level
Associate Degree/Diploma

Visa Status
No permission to work in Japan required

Job Description

We are looking for a customer-focused and proactive Customer Success Specialist to support software implementation, onboarding, and user adoption for business applications. You will work closely with clients to maximize system adoption and business value while collaborating with internal teams in a dynamic, fast-paced environment.

Responsibilities:

- Lead end-to-end onboarding, implementation, and project management activities for Bill One customers, ensuring smooth deployment and user adoption.
- Analyze customer business processes, particularly in accounting, finance, procurement, and back-office operations, and recommend optimal system configurations.
- Conduct requirement gathering sessions, workshops, product demonstrations, user training, and UAT support to ensure project success.

- Collaborate with Sales, Product, and Operations teams to resolve customer issues, improve customer satisfaction, and maximize platform utilization.
- Build strong relationships with customers, monitor product usage, gather feedback, and contribute to continuous product and service improvements.

Qualifications

- 3+ years of experience in Customer Success, software implementation, ERP/application support, project coordination, business analysis, or related customer-facing roles.
- Basic understanding of accounting, finance, procurement, invoicing, workflow management, or corporate back-office operations. Candidates with an accounting background interested in SaaS/IT solutions are welcome.
- Strong communication, presentation, and stakeholder management skills with the ability to conduct training sessions and engage with business users professionally.
- Experience supporting B2B software deployment, SaaS solutions, ERP systems, or business application implementation projects. Knowledge of requirement gathering, process documentation, and UAT is preferred.
- Business-level English communication skills and a proactive, customer-centric mindset with strong ownership, adaptability, and problem-solving abilities in a fast-paced environment.

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

JAC Recruitment Ltd.

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#LI-JACTH

#citybangkok

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Company Description