



JAC Recruitment

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JAC Recruitment Thailand

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

September 22nd, 2026 14:00

General Requirements

Minimum Experience Level

Over 3 years

Career Level

Mid Career

Minimum English Level

Fluent

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.

10F, Emporium Tower, 622, Soi 24, Sukhumvit Road, Klongton, Klongtoey, Bangkok 10110

#LI-JACTH

#citybangkok

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Company Description