



【WFH】 Customer Success Manager/ カスタマ-サクセスマネージャー

Where Creativity Meets Performance

## Job Information

### Hiring Company

[Bidalgo](#)

### Job ID

1137271

### Company Type

International Company

### Job Type

Permanent Full-time

### Location

Tokyo - 23 Wards

### Salary

Negotiable, based on experience

### Refreshed

September 14th, 2021 02:00

## General Requirements

### Minimum Experience Level

Over 3 years

### Career Level

Mid Career

### Minimum English Level

Business Level

### Minimum Japanese Level

Native

### Minimum Education Level

Bachelor's Degree

### Visa Status

Permission to work in Japan required

## Job Description

### COMPANY DESCRIPTION

Founded in 2010, Bidalgo has offices in San Francisco, Tel Aviv, Seoul, London and Beijing now. Bidalgo is the leading provider of AI driven ad automation software and services for app marketers. Our platform offers a full-blown solution from bid management and budget allocation to ad creation and creative optimization through its proprietary AI algorithms. As an official marketing partner of Facebook, Instagram, Google, Snapchat, Pinterest, Apple Search and Tik Tok, Bidalgo manages more than \$500 million in annual ad spend for mobile app clients. Bidalgo's AI algorithms are backed by an experienced team of performance marketers, creative designers, media buyers and account managers dedicated to each client.

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**Job Title: Customer Success Manager**  
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### Responsibilities:

- Manage a client portfolio to cultivate business growth and client satisfaction.
- Create and execute business development plans that results in near and long term revenue growth.
- Coordinate internal resources and communicate across relevant departments for the preparation and delivery of objective based solutions for clients.
- Assess market opportunities and translate into actionable plans on a client-level to maximize revenue potential.
- Collaborate with channel partners across the relevant platforms (Facebook, Google, Snapchat, Pinterest, Apple, Google) to develop collective strategies for growing client spend

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## Required Skills

### REQUIREMENTS

- Very strong account management and relationship building skills.
- Equivalent work experience, at least 2 years Business development skills and a growth mindset.
- Desire and ability to learn the product and develop technological skills required for achieving client growth.
- Creative thinker, independent and passionate, desire to learn, strong communication and time-management skills.
- BA in a relevant field.
- Experience in account management from an online marketing company or network – an advantage.
- Experience with running paid social adverting campaigns – an advantage.
- Gaming background- an advantage.

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## Company Description

### 10 Years of Marketing Technology Excellence

**Bidalgo helps businesses realize their full potential by making online marketing more efficient and accessible.**

Bidalgo was born a decade ago, created by marketing technology pioneers who recognized an opportunity in the monumental shift towards mobile and social.

That opportunity: data-driven decision-making and optimization tools for mobile marketers.

Out of that initial set of tools grew an advanced marketing platform, powered by mature algorithms and used by some of the largest online advertisers in the world.

Bidalgo, which has no outside investors, is profitable and growing.

### Solutions

#### Realize The Full Potential of Your Creative

Get ahead of the competition with data-driven creative platform which eliminates blindspots, streamlines production, and infuses management workflows with actionable insights.

The Bidalgo Creative Center is a set of advanced tools purpose-built for supercharging creative production and analysis, at scale. It helps online marketers optimize both workflows and results throughout the entire creative lifecycle, from before the asset is generated to its eventual retirement.

- **Iterate Easier With Auto-Production**

Ramp up your capacity for creative iteration by automatically generating assets with high performance potential, based on proven concepts

- **Proactively Detect Creative Fatigue**

Discover the earliest signs of creative fatigue throughout your activity, using tools such as over-time creative analysis & performance ranking

- **Rank Creative Across Channels & Ads**

See performance-based rank for all your creative assets in one place – based on aggregated data from channels, the measurement platform and BI

- **Test Efficiently With Predictive Ranking**

Save time and money by analyzing new assets to discover their performance potential even before you start the creative testing process

- **Match Audiences to Creative Formats**

Discover the best ad format for each audience when you group and analyze assets by parameters such as aspect ratio and resolution

- **Go Behind The Scenes of Creative Success**

Want to know why one creative succeeds where others fail? Bidalgo highlights top-performing elements, colors and concepts

for your ads

- **Analyze Better With Data Enrichment**

Want to know who saw your ads? Delivery data is just one of our unique, heuristic streams based on multi-source calculations