

MichaelPage

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Customer Success Manager [B2C] - Tech

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募集職種
人材紹介会社 マイケル・ページ・インターナショナル・ジャパン株式会社
求人ID 1559530
業種 ソフトウェア
会社の種類 大手企業 (300名を超える従業員数)
雇用形態 正社員
勤務地 東京都 23区
給与 700万円 ~ 1000万円
更新日 2025年09月25日 10:45
応募必要条件
キャリアレベル 中途経験者レベル
英語レベル 日常会話レベル
日本語レベル ネイティブ
最終学歴 大学卒：学士号
現在のビザ 日本での就労許可が必要です

募集要項

As the Customer Success Manager (B2C), you ensure customers have a seamless and positive experience with the company's products. You build strong relationships, provide support, and help increase customer satisfaction and loyalty.

Client Details

This company is a global leader in cybersecurity, protecting millions of users and businesses from evolving digital threats. It offers innovative solutions that secure data, devices, and networks with advanced technology and expert support.

Description

- Manage user relationships to ensure satisfaction and long-term retention.
- Provide proactive support and guidance to help users achieve their goals.
- Analyze customer feedback and usage data to identify opportunities for improvement.
- Collaborate with internal teams to resolve issues and enhance the customer experience.

**Job Offer**

- Attractive compensation package with a base salary between 6 to 10M.
- Great work-life balance to support personal well-being.
- Supportive work environment with opportunities to grow and develop professionally.

If you think you'd be a great fit, we encourage you to apply to this position!

To apply online please click the 'Apply' button below. For a confidential discussion about this role please contact Marc Breynart at +81 3 6627 6088.

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**スキル・資格**

- Minimum 3 years of sales or customer success/support experience in B2C.
- Experience working with SaaS services.
- Excellent communication and interpersonal skills.
- English and Japanese.

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**会社説明**

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