

PR/119989 | Customer Success (SAAS)

募集職種

人材紹介会社
ジェイ エイ シー リクルートメント タイランド

求人ID
1609387

業種
ITコンサルティング

雇用形態
正社員

勤務地
タイ

給与
経験考慮の上、応相談

更新日
2026年11月17日 17:00

応募必要条件

職務経験
3年以上

キャリアレベル
中途経験者レベル

英語レベル
流暢レベル

日本語レベル
無し

最終学歴
短大卒： 準学士号

現在のビザ
日本での就労許可は必要ありません

募集要項

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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会社説明