

Job Detail

Executive Level

Position Title	Customer Success Manager
Recruiter Company	Fidel Consulting KK
Company Name	Company name is private
Activated / Updated	2024-03-06 / 2024-03-07
Job Type	Executive - Manager (Administration) Executive - CEO/COO/CFO/CIO/CTO/Other Executive - Other
Industry	
Location	Asia Japan Tokyo
Job Description	<ul style="list-style-type: none"> • Manage multiple large-scale, complex customer projects within a Tier 1 Account, with a strong focus on delivery responsibility, delivery excellence (including strategic planning and tactical project management for the projects) and account mining. • Ensure that all customer feedback processes are completed on time. • Ensure overall program lifecycle deployment by defining resources and schedules for program implementation. • Ensure overall program delivery is within the budget, up to the quality standards and as per the program delivery timelines. • Own expense/cost target commitments for all service delivery requirements developing, implementing & monitoring expense controls. • Manage project goals and driving geographically diverse cross functional teams, including third parties and customer stakeholders/SMEs, to achieve customer's business outcomes by effective management of constraints, risks and issues and timely decisioning. • Ensure that both internal as well as client-driven quality and compliance norms are met. • Influence customer perception positively, contribute to relationship management and drive account farming. • Manage change effectively, collate impact and estimate from multiple components and present a business case
Company Info	<p>This company is a leading foreign-affiliated solutions and services provider in the information, communications, and technology (ICT) industry. With over 130,000 employees in 90 countries, they provide innovative IT solutions to nearly 1000 global customers, including Fortune 500 companies.</p> <p>【Measures against passive smoking】 No smoking indoors allowed</p>
Qualifications	<ul style="list-style-type: none"> • A minimum of Bachelor's Degree in Information Technology or equivalent. • At least one of – PMP, PRINCE2, AMP, PMI-CAP • Minimum experience of 18 years, leading the delivery of enterprise-level system integration and managed service projects involving multiple service lines, within at least 10+ years delivering projects to / for Telecommunications Service Providers. • Proven track record for delivering and managing a portfolio of multiple fixed-fee/T&M projects, with an annual budgets in excess of 50M USD. • Managed at least 2 multi domain outsourced (managed service) delivery projects consisting of 100 or more resources, with a budget of 15+ mil USD per annum, for a ET500 or Fortune 1000 company, preferably in Japan. • Successfully delivered at least 2 turnkey system integration projects involving multiple domain and applications, consisting of 100 or more resources, with a budget of 30+ mil USD, for a ET500 or Fortune 1000 company, preferably in Japan. • Managed engagements using both Waterfall and c/Iterative methodologies, • Proven experience working in a matrix environment, managing multiple stakeholders. • Team player who effectively integrates, motivates and builds relationships with cross-functional team members (local or remote), sponsors, key stakeholders, executives, and other individuals or organizations involved with or affected by a project / program of work. • Experience in working effectively in a dynamic environment with changing priorities, • Experience in taking ownership of critical and high pressure programs of work

	<p>under and meeting delivery commitments under stringent budgets and timelines.</p> <ul style="list-style-type: none"> • Experience in managing and directing large diverse teams, across service lines and geographies /time zones in meeting contractual obligations and client expectations during an engagement. • Experience in recognizing and adapting to environmental or cultural nuances. • Demonstrates the ability to understand the operating styles of others as well as team/client relationships, team dynamics, and adjusts behavior accordingly to succeed. • Outstanding written and verbal communication skills in both English and Japanese. • Excellent presentation, communication (oral & written), and relationship building skills, across all levels of management. • Experience in interfacing / engaging with / presenting to both C-level executives (CIO, CEO, CTO, CISO, etc.) as well as to technical subject matter experts.
English Level	Business Conversation Level (TOEIC 735-860)
Japanese Level	Business Level(JLPT Level 2 or N2)
Salary	JPY - Japanese Yen JPY 18000K - JPY 20000K