

Job Detail

Senior Level

Position Title	Customer Success Manager
Recruiter Company	Fidel Consulting KK
Company Name	Company name is private
Activated / Updated	2024-05-29 / 2024-05-29
Job Type	Executive - Manager (Administration) IT (PC, Web, Unix) - Project Manager Executive - Other
Industry	
Location	Asia Japan Tokyo
Job Description	Customer support, including implementation assistance and support. Project management to support service implementation Post-introduction consulting Service configuration and customization Feedback on customer requests to the product planning department Promotion of various measures such as up selling and improvement of retention rate.
Company Info	The Company is a Japan-based company mainly engaged in providing artificial intelligence (AI) based recommendation technology and marketing services. The Company operates a recommendation service business segment. The features of its services are real-time analysis and personalized targeting by using a recommendation engine eye stringent. Its main customers include electronic commerce (EC) site management companies and Web service companies that deal with multiple products and information online.
Qualifications	Knowledge of basic website functionality. Experience negotiating and coordinating with internal and external stakeholders. Experience in negotiating and coordinating with internal and external stakeholders. Native Japanese and conversational English skills or higher.
English Level	Business Conversation Level (TOEIC 735-860)
Japanese Level	Native Level
Salary	JPY - Japanese Yen JPY 8000K - JPY 10000K