

## Senior Customer Success Manager

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Company: Dataiku

Location: Japan

Category: other-general

At Dataiku, we're not just adapting to the AI revolution, we're leading it. Since our beginning in Paris in 2013, we've been pioneering the future of AI with a platform that makes data actionable and accessible. With over 1,000 teammates across 25 countries and backed by a renowned set of investors, we're the architects of Everyday AI, enabling data experts and domain experts to work together to build AI into their daily operations, from advanced analytics to Generative AI.

### **Drive Dataiku's growth as part of our Customer team.**

The Dataiku Senior Customer Success Manager is responsible for serving a portfolio of large enterprise accounts for their assigned territory. This position proactively works with a broad set of stakeholders to illustrate the value delivered through Dataiku's software & services. The Senior Customer Success Manager serves as the internal voice of the customer and is responsible for driving smooth implementation, renewals, and expansion. This individual's performance is based on specific metrics associated with customer product adoption, expansion & retention.

### **How you'll make an impact**

Actively serve a portfolio of assigned accounts based in Japan, including some of the world's leading organizations in industries such as financial services, insurance, pharmaceuticals, transportation, manufacturing and technology

Gain an understanding of clients' use cases and desired business outcomes and help a large number of licensed users achieve these goals via Dataiku DSS & associated professional services

Effectively plan and orchestrate Dataiku platform implementation and project-manage the delivery of our Professional Services

Leverage Customer Health analytics to identify customer expansion opportunities & churn risks

Provide guidance to customer organizations on how to leverage DSS to implement data science projects from design to production

Collaborate with Dataiku's Sales team to expand customer relationships & ensure renewals

Implement customer engagement strategies, including adoption plans, value assessments, and Executive Business Reviews

Collaborate with Marketing to grow a library of customer testimonials

Inform customers of Dataiku's Product roadmap & provide continuous customer feedback to Dataiku's Product team

Stay current customers on Dataiku's products, competitive landscape & data science trends

### **What you'll need to be successful**

**Native level in Japanese is required, with at least 5 years of working experience in Japan**

Strong verbal/written communication & presentation skills; extraordinary listening skills

In-depth knowledge of architecture topics, technology landscape, data science technical ecosystem, and analytics tools

Comfort establishing credibility with key customer decision-makers & influencers

Strong knowledge of data science project lifecycle and a proven record of supporting organizations in their AI/data science maturity curve

Ease in speaking to stakeholders at all levels and various departments, from business executives to data scientists, analysts, and IT

Strong problem-solving & analytical skills; formulate solutions that deliver real business value

Ability to recognize & maximize new business opportunities

Demonstrated implementation experience & strong project management skills

B.S. or B.A. in business management, finance, economics, data science or similar study

Strong knowledge of databases and big data technologies is preferred

Significant prior account management, data science, customer success, or consulting experience, preferably within enterprise software or data science

Ability to travel up to 25% of the time

**Some expected outcomes from this role: #LI-Onsite**

Increased depth & breadth of product adoption across customer accounts

Identification of additional revenue opportunities for the Dataiku Sales team

High revenue retention with limited churn & downsell

Verifiable customer proof points, references, and case studies across the customer portfolio

High NPS and Customer Satisfaction scores

**What are you waiting for!** At Dataiku, you'll be part of a journey to shape the ever-evolving world of AI. We're not just building a product; we're crafting the future of AI. If you're ready to make a significant impact in a company that values innovation, collaboration, and your personal growth, we can't wait to welcome you to Dataiku! And if you'd like to learn even more about working here, you can visit our [Dataiku careers page](#). Our practices are rooted in the idea that everyone should be treated with dignity, decency and fairness. Dataiku also believes that a diverse identity is a source of strength and allows us to optimize across the many dimensions that are needed for our success. Therefore, we are proud to be an equal opportunity employer. All employment practices are based on business needs, without regard to race, ethnicity, gender identity or expression, sexual orientation, religion, age, neurodiversity, disability status, citizenship, veteran status or any other aspect which makes an individual unique or protected by laws and regulations in the locations where we operate. This applies to all policies and procedures related to recruitment and hiring, compensation, benefits, performance, promotion and termination and all other conditions and terms of employment. If you need assistance or an accommodation, please contact us at: [dataiku.com/careers](#)

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