

Customer Success Manager Mexico - CPaaS

LINK is one of Europe's leading providers within mobile communications, specializing in CPaaS, mobile messaging services, and mobile solutions. LINK Mobility is a leading Communications Platform as a Service (CPaaS) provider, headquartered in Oslo, Norway. With operations in 18 countries and a workforce of 700 employees across 29 offices, LINK serves over 50,000 customers worldwide.

ABOUT THE POSITION

Are you ready to take on a customer-facing role that drives long-term growth, adoption, and satisfaction for some of LINK Mobility's most strategic global accounts?

We are looking for a **Customer Success Manager (CSM)** consultant based in Mexico to support high-value enterprise customers in LATAM. In this role, you will ensure smooth onboarding, adoption, and growth of key projects—including large-scale rollouts with thousands of users - while proactively strengthening customer relationships and unlocking new opportunities.

As part of our global customer success team, you will act as the local point of contact for LATAM, working closely with internal experts to deliver **WhatsApp & RCS chatbot solutions**.

CORE RESPONSIBILITIES

- Act as the dedicated Customer Success Manager for strategic enterprise accounts in LATAM.
- Lead the onboarding, rollout, and adoption of large-scale projects in the region, ensuring smooth implementation and timely training for the users.
- Support customers in building, deploying, and optimizing WhatsApp chatbot solutions and conversational engagement strategies.
- Serve as the trusted local point of contact for customers, ensuring timely responses, strong communication, and effective problem-solving.
- Manage diverse stakeholders across business and technical functions, ensuring alignment on project goals and delivery.
- Monitor and track customer health, providing regular updates to clients and the global team.
- Collaborate with internal teams (technical, routing, fulfillment, sales) to ensure customer requirements are met.
- Identify growth opportunities by building trusted, long-term customer relationships.

DESIRED EXPERIENCE & QUALIFICATIONS

- Solid background in **customer success, customer care, or account management**.
- Proven experience with **chatbot platforms** and conversational technologies.
- Experience with **WhatsApp Business solutions** (RCS knowledge a plus).
- Strong stakeholder management and relationship-building skills, with the ability to engage customers at all levels.
- Excellent organizational skills to manage multiple complex projects simultaneously, including coordination across different time zones (especially with Europe).
- Technical knowledge and ability to understand complex **digital solutions**.
- Demonstrated ability to work independently, take ownership, and solve problems proactively.
- Native **Spanish** speaker and fluent in **English**; additional languages are a plus.

OUR IDEAL MATCH

- Already experienced in customer care and chatbot platforms, with strong technical understanding of the domain.
- Highly self-motivated and driven to deliver outstanding customer experience.
- Confident, enthusiastic, and committed to excellence.
- Passionate about mobile messaging and digital innovation.
- Thrives in a dynamic, global, and fast-paced environment.
- Available to travel when required.
- Open to working with a **consultant** contract.

WE OFFER

- The opportunity to drive transformation for global enterprises through mobile solutions.

- Work within the megatrend of mobile messaging and digital engagement.
- A key role in a highly experienced, international team within a growing global market.
- Inspiring colleagues and a flat organizational structure.
- Opportunities for personal and professional development.
- Flexible working hours and remote setup.
- An attractive bonus scheme.

LOCATION

This role is offered as a consultant contract, based in **Mexico City** or **Culiacán**.

APPLY NOW

Apply by sending your CV and (optionally) a cover letter as soon as possible. Applications will be evaluated on an ongoing basis.