

CASE STUDY

EXECUTIVE SEARCH CUSTOMER SUCCESS MANAGER – APAC



THE CLIENT

A cutting edge retail optimization software company helping retail leaders to maintain market relevancy in the age of Living Retail.

THE CHALLENGE

The client sought to grow their emerging APAC region via the hiring of a Customer Success Manager amid a challenging market.

THE SOLUTION

The Gillespie Manners team carried out full research of the local market, including direct competitor market mapping and market situation analysis to offer consultative guidance on the hiring approach. The team utilised their expansive network and in-depth market knowledge to identify a list of prequalified candidates, leading to the successful appointment of an APAC Customer Success Manager.

AT A GLANCE

- A leading retail optimization software company sought to expand their APAC region amid a challenging market.
- Gillespie Manners successfully placed a Customer Success Manager.



Gillespie Manners supported me with multiple hires in APAC. I was very satisfied with the collaboration and the team were true professionals that showcased great communication skills, always staying on top of things and making the recruitment experience very easy for me as a hiring manager. I always had the latest status and next steps and had full visibility over the recruitment pipeline.

Emma Aidanpää-Salmi

VP of Customer Success at Relex Solutions