

Dstny – Customer Success Manager

About the role...

As a **Customer Success Manager (CSM)** at Dstny, you will act as a trusted partner and advocate for our customers, ensuring they achieve measurable business value from our SaaS solutions. You will own the full customer lifecycle – from onboarding through adoption, renewal, and expansion – and play a key role in building long-term, value-driven customer relationships.

You will work closely with Sales, Product, Support, and Engineering to ensure a seamless customer experience, proactively manage risks, and identify opportunities to grow customer value. This is a highly visible role, requiring strong stakeholder management, commercial awareness, and a genuine passion for customer outcomes.

Key focus areas include:

- Acting as the primary point of contact and trusted advisor for assigned customers
- Driving successful onboarding, adoption, and time-to-value
- Monitoring customer health and proactively addressing risks
- Managing escalations and ensuring timely, transparent resolution
- Gathering customer feedback and influencing product development
- Supporting renewals and identifying upsell and cross-sell opportunities

What we expect from you...

You bring a strong customer-centric mindset and the ability to balance strategic thinking with hands-on execution. You are comfortable operating in a fast-paced SaaS environment, managing multiple priorities, and building credibility with both customers and internal stakeholders.

You take ownership of your customer portfolio end-to-end and proactively identify risks and opportunities. You are confident navigating ambiguity, asking the right questions, and translating customer needs into clear actions across teams.

We'd expect you to have:

- 5+ years of experience in Customer Success, Account Management, or a similar customer-facing role within a SaaS or technology-driven environment
- A proven track record of driving customer adoption, retention, renewals, and expansion, with a strong focus on delivering measurable business outcomes
- Experience managing complex customer organisations with multiple stakeholders at different seniority levels
- Strong communication skills, with the ability to explain complex topics clearly, influence decision-makers, and manage expectations effectively
- Demonstrable experience owning and resolving escalations, coordinating internal teams, and maintaining trust during challenging situations
- A data-driven mindset, with hands-on experience using customer health metrics, usage data, and insights to guide engagement and prioritisation

- Commercial awareness, including identifying upsell and cross-sell opportunities and partnering closely with Sales on renewals and growth
- A collaborative working style, with the ability to build strong relationships across Product, Support, Engineering, and Sales teams
- A proactive, structured, and ownership-driven approach, with the confidence to challenge constructively and continuously improve how things are done

What we offer you...

At Dstny, you'll be part of an international, fast-growing technology company where your impact truly matters. We believe in empowering our people, encouraging ownership, and creating an environment where you can grow and develop.

In return, we offer:

- A challenging and impactful role with clear ownership and autonomy
- The opportunity to work with innovative SaaS solutions and a diverse customer base
- A collaborative, inclusive, and no-nonsense culture
- Competitive salary and benefits package
- Flexible working options and a strong focus on work-life balance
- Ongoing learning and development opportunities to support your career growth

<https://dstny.com/>