

NILADRI MITRA

Customer Success | Account Management | Cyber Security & DevOps (Data, Cloud & AppSec)
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PROFESSIONAL SUMMARY

Customer Success and Account Management leader with 9+ years spanning technical account management, relationship management, enterprise delivery, and customer success for B2B SaaS, DevOps, and cybersecurity platforms. Proven record driving adoption, renewals, and expansion across Fortune 500 accounts while owning customer health, NPS and CSAT, and customer lifetime value, and acting as first point of technical escalation. Hands-on across REST APIs, CLI, CI/CD, and developer tooling, and effective at partnering with sales, solution engineering, and professional services to turn complex platforms into measurable customer outcomes.

KEY ACHIEVEMENTS

- Managed Fortune 500 enterprise portfolios delivering 110 to 115% NRR and 98% GRR through proactive adoption and renewal motions.
- Led 450+ technical implementations and POCs at a 90%+ POC-to-closure rate for global enterprise clients.
- Sustained 95%+ CSAT and reduced technical escalations by up to 35% while acting as first point of technical escalation.
- Conducted 250+ SAST and 200+ DAST assessments, resolving 500+ vulnerabilities across DevSecOps pipelines.
- Cut technical onboarding time 50% and mean time to resolution (MTTR) 40% through structured engineering collaboration.

PROFESSIONAL EXPERIENCE

Head of Customer Success

Matters.AI

Building scaled CS operations for a Data Security Posture Management (DSPM) platform Nov 2025 to Present | Bengaluru, India

- Building the Customer Success function from the ground up, defining onboarding, adoption, and renewal motions and owning customer health, NPS/CSAT, and lifetime value.
- Designing scaled CS operations including health scoring, lifecycle playbooks, and QBR cadences to drive adoption and protect against churn.
- Owning technical onboarding and rollout planning, guiding customers through data discovery, classification, and posture remediation workflows.
- Serving as first point of technical escalation and partnering with engineering and product to translate feedback into roadmap priorities.

Technical Stack: DSPM, REST APIs, CLI, SQL, Pylon, HubSpot, cloud SaaS security

Customer Success Manager

SendX

Owned CS for an email infrastructure and marketing automation platform (SMB and e-commerce) Sept 2024 to Oct 2025 | Remote, India

- Led technical discovery and product demos for 50+ accounts, achieving 85% feature adoption across email infrastructure and API capabilities.
- Ran POCs for the SendPost API beta with 15 customers, mapping technical requirements to product capabilities and generating \$125K in pre-launch commitments.
- Delivered technical onboarding for Shopify and Stripe integrations, reducing implementation time 40%, and scaled adoption for accounts processing 100M+ emails monthly.
- Reduced technical escalations 35% through documentation, API guides, and weekly implementation workshops.

Technical Stack: REST APIs, Postman, CLI, SendPost API, Shopify/Stripe, Zapier, HubSpot, Metabase

Senior Customer Success Manager

Appknox (XYSec Labs PTE LTD)

Managed strategic Fortune 500 enterprise accounts for a mobile application security platform Jan 2023 to April 2024 | Remote, India

- Led POCs for 450+ SAST/DAST security assessments at a 90% POC-to-closure rate, driving renewals and expansion across the portfolio.
- Ran technical discovery with engineering teams at Unilever, Shell, HDFC, Samsung, and Linde, mapping security requirements to platform capabilities.
- Drove 85% feature adoption through technical presentations, QBRs, and hands-on enablement sessions.
- Served as first point of escalation, resolving 500+ critical CVEs within SLA and cutting technical escalations 25% via direct engineering channels.

Technical Stack: JIRA, Confluence, GitHub, GitLab, CI/CD, REST APIs, SAST/DAST tools, Linux/CLI

Customer Success Manager

Sprinto

Drove CS for a compliance automation platform (SOC 2, ISO 27001, GDPR) July 2021 to Dec 2022 | Remote, India

- Accelerated SOC 2 and ISO 27001 compliance for 40+ SaaS companies, reducing certification time from 6 months to 2 weeks.
- Supported vendor RFP and security review programs, improving win rates 30% and influencing \$500K+ in pipeline.
- Built engagement playbooks that cut onboarding time 50% and lifted CSAT from 8.6 to 9.2.

- Designed and delivered QBRs driving expansion conversations across 60% of the portfolio.

Technical Account Manager

Delivered technical account management and security assessment for a mobile AppSec platform

Appknox (XYSec Labs PTE LTD)

Jan 2019 to July 2021 | Remote, India

- Delivered 250+ SAST and 200+ DAST security assessments, resolving 500+ critical vulnerabilities at 95% satisfaction.
- Maintained 99.9% SLA compliance through proactive monitoring and rapid escalation management.
- Reduced mean time to resolution 40% through streamlined engineering collaboration.
- Onboarded 100+ customers at a 90% completion rate and cut support tickets 25% through documentation.

Early Career Experience

Service, sales engineering, and web development roles

Feb 2017 to Dec 2018

Bengaluru, India

- Service Segment Manager, Hewlett Packard Enterprise (via TEKsystems).
- Sales & Support Engineer, Pragathi Solutions (now Influx Technology).
- Web Developer, Imbrute Technologies.

TECHNICAL SKILLS

Platforms & DevOps: CI/CD pipelines, GitHub, GitLab, JIRA, Confluence, artifact and version control, agile workflows

Technical: Linux (working knowledge), CLI, REST APIs, Postman, SQL, Python, API and webhook integrations, troubleshooting

Cyber Security (Data, Cloud & AppSec): DSPM, AppSec, SAST, DAST, vulnerability management, Appknox, Burp Suite, compliance (SOC 2, ISO 27001, GDPR)

Cloud: AWS, Azure, GCP (fundamentals), cloud-based SaaS architectures

CS & GTM Platforms: Salesforce, HubSpot, Pendo, Pylon, Metabase

EDUCATION

Post Graduate Diploma in Management (PGDM), IT Project Management

Welingkar Institute of Management (Distance Learning), 2017 to 2020

Bachelor of Engineering (BE), Computer Science & Engineering

SCT Institute of Technology (VTU, Belagavi), 2012 to 2016