

NILADRI MITRA

Technical Customer Success | Product & GTM | Account Management

Bengaluru, India | +91-9886622605 | whoisniladri@gmail.com | [LinkedIn](#) | [Portfolio](#)

PROFESSIONAL SUMMARY

Technical Customer Success and Account Management professional with **9+ years** across **B2B SaaS, cybersecurity, compliance automation, email infrastructure and developer tools**. Experienced in **enterprise onboarding and implementation, API and product integrations, executive stakeholder management, adoption, renewals and expansion**, with ownership of portfolios up to **\$3M ARR**. Trusted to translate complex customer and security requirements into clear success plans, measurable value and coordinated execution across Product, Engineering, Sales and Marketing.

KPI: Delivered **110% NRR, 98% GRR, 95%+ CSAT, 9-10 NPS, 100% QBR completion, 40-50% faster onboarding, 35% fewer technical escalations, 450+ POCs at 90%+ closure and an \$800K expansion pipeline**, while driving customer reviews, case studies, references and referrals.

PROFESSIONAL EXPERIENCE

Customer Success Consultant

Sep 2024 - Jul 2026

Sendworks (SendX, SendPost and SendVerify)

Sep 2024 - Oct 2025

- Managed a \$1.2M ARR portfolio across email marketing, transactional email and email verification; owned technical discovery, product support and API integrations for 50+ accounts, achieving 85% feature adoption.
- Ran the SendPost API beta with 15 customers and secured \$125K in pre-launch commitments; cut Shopify and Stripe implementation time 40% and reduced escalations 35% through documentation and workshops.

Astra Security

Dec 2024 - Mar 2025

- Built the Customer Success onboarding pipeline and owned implementation, adoption, support coordination and renewal readiness for pentest, vulnerability management and continuous web security engagements.
- Automated renewal follow-ups in HubSpot and led the support migration from Freshdesk to Pylon, improving visibility, ownership and cross-functional handoffs.

Matters.AI

Nov 2025 - Jul 2026

- Owned post-sales success for enterprise DSPM, DAM, CSPM, endpoint security and compliance automation accounts across onboarding, implementation, adoption, executive reviews, escalations, renewals and expansion.
- Converted cloud, Kubernetes, database, API and security integration requirements into delivery plans, coordinating Product, Engineering, Solutions and customer security teams through implementation and incident closure.

Tools used: Pylon, HubSpot, Salesforce, Metabase, Intercom, Linear, JIRA

Accounts handled: PayU, Credit Saison, Zee, Nykaa, Groww, Andromeda, III, EC-Council, Tekion, Kotak Securities, Reliance Securities

Senior Customer Success Manager | Appknox

Jan 2023 - Apr 2024

Mobile application security platform | \$3M ARR enterprise portfolio | 110% NRR

- Led junior CSMs and product support engineers while owning enterprise onboarding, adoption, executive reviews and escalation management across the portfolio.
- Built an \$800K upsell and cross-sell pipeline across strategic accounts including Unilever, Shell, Samsung, HDFC Bank and Commercial Bank of Qatar.
- Achieved 100% QBR completion and increased product and feature adoption 85% through health reviews, use-case mapping and success plans.
- Led commercial RFP and vendor TPRM responses, converted customer feedback into roadmap priorities and supported references, case studies and GTM motions.

Customer Success Manager | Sprinto

Jul 2021 - Dec 2022

Compliance automation platform | SOC 2, ISO 27001, GDPR, HIPAA, HITRUST and CCPA

- Onboarded and implemented compliance programmes for 90+ SaaS companies, including a record seven-day journey from product adoption to auditor attestation.
- Achieved 100% renewal and 100% QBR completion, protecting the full ARR base with zero churn.
- Maintained 9/10 CSAT and 9-10 NPS across accounts including HackerRank, Whatfix, Nium, Anaconda and PensionBox.
- Coordinated customers, auditors and internal teams through evidence collection, remediation, implementation reviews and audit sign-off.

Technical Account Manager | Appknox

Jan 2019 - Jul 2021

Mobile application security platform | SAST and DAST

- Led 450+ SAST and DAST security POCs at a 90%+ POC-to-closure rate, connecting technical findings and platform value to enterprise buying outcomes.
- Onboarded 100+ customers at a 90% completion rate and drove adoption through implementation plans, enablement sessions and self-service documentation.
- Maintained 99.9% SLA compliance and reduced mean time to resolution 40% through proactive monitoring and direct engineering coordination.
- Cut support volume 25% and supported renewals and expansion through issue-trend analysis, vulnerability guidance and executive reporting.

Early Career Experience | HPE, Pragathi Solutions, Imbrute

Feb 2017 - Dec 2018

Bengaluru, India | Enterprise infrastructure, industrial technology sales and web development

- Service Segment Manager, Hewlett Packard Enterprise via TEKsystems: managed maintenance and upgrades of 3PAR data centres for Vodafone, T-Mobile and General Motors.
- Coordinated global-shift service delivery, issue follow-ups and stakeholder communication across enterprise customer environments.
- Sales and Support Engineer, Pragathi Solutions: sold and supported data loggers, laser measurement systems and industrial automation for Maruti Suzuki, MAN Trucks, Volkswagen and John Deere.
- Web Developer, Imbrute Technologies: developed and maintained customer-facing web projects and supported delivery requirements.

SKILLS

Customer Success: Onboarding, implementation, adoption, retention, renewals, upsell and cross-sell, churn management, health scoring, customer journey mapping, QBR and EBR, escalation management, voice of customer, CSAT and NPS, renewal forecasting

CS & GTM Platforms: Salesforce (MEDDIC/MEDDPICC), HubSpot, Pylon, Pendo, Zendesk, Freshdesk, Intercom, Crisp, Linear, Metabase and Appsmith

Security & Compliance: DSPM, DAM, DDR, CSPM, application security, SAST and DAST, VAPT, SASE, CASB, Burp Suite, SOC 2, ISO 27001, GDPR, HIPAA, vendor TPRM and RFP workflows

Technical: REST APIs, Postman, Linux and CLI, CI/CD, GitHub, JIRA, Confluence, Kubernetes and EKS, Helm, Terraform, AWS, GCP, Databricks, Redshift, CockroachDB and HashiCorp Vault

AI & Automation: GPT, Claude and Make.com workflows for customer operations, enablement, research, reporting and productivity

CERTIFICATIONS

Google Cybersecurity Professional Certificate	Google, 2025
Certified Ethical Hacker (CEH)	EC-Council, 2019
CompTIA Linux+ (training programme)	Simplilearn, 2020
Sales Enablement	HubSpot Academy, 2025 (valid to 2027)

Customer Success & AI, 2025: AI-Powered Customer Success, Generative AI for Customer Success, GenAI for Customer Support, GenAI for Customer Service Teams, AI for Customer Experience with Chatbots and Analytics, Designing a Customer Support Chatbot Using Flowise, Improving Customer Retention, Voice of the Customer and Fundamentals of Customer Acquisition Management (Coursera)

Generative AI, 2025: Introduction and Applications, Prompt Engineering Basics, Generative AI for Sales Professionals and Boost Your Sales Career (IBM)

Security, Risk & Compliance, 2024: CISSP Cert Prep, CISA Exam Prep, Cybersecurity Foundations: GRC, SOC 2 Compliance Essential Training and Security Frameworks Fundamentals (LinkedIn Learning)

Engineering & Cloud: Application Security for Developers and DevOps Professionals, Monitoring and Observability for DevOps (IBM, 2025), Crash Course on Python (Google, 2025), Introduction to AWS Cloud Security and OWASP Top 10 (Pluralsight, 2020)

Additional: Project Management Fundamentals (Microsoft, 2025), AI Essentials for Sales Professionals and Introduction to Artificial Intelligence (LinkedIn Learning, 2024)

EDUCATION

Post Graduate Diploma in Management (PGDM), IT Project Management	2017 - 2020
Welingkar Institute of Management (Distance Learning)	
Bachelor of Engineering (BE), Computer Science & Engineering	2012 - 2016
SCT Institute of Technology (VTU, Belagavi)	