



Shreya Sarkar

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Summary

Technology and Product Consultant with 6.5+ years of B2B SaaS experience driving enterprise implementations, product strategy, user adoption, and global digital transformations. A trusted strategic advisor combining deep customer discovery and cross-functional leadership to accelerate time-to-value, guide product roadmaps, and scale user enablement. Adept at translating client business goals into scalable platform solutions and sustainable product growth.

Professional Experience

Professional Services Consultant | Mindtickle | Pune

Aug 2023-Mar 2026

- **Managed end-to-end implementation** delivery for a \$500K–\$1M ARR portfolio (6–10 concurrent accounts), managing scope, risk mitigation, and executive QBRs to drive high post-launch product adoption.
- **Spearheaded a complex 20+ market platform consolidation** for a Fortune 50 automotive enterprise (\$180B+ revenue, 150K+ users), migrating fragmented systems onto a single unified platform for internal sales teams and dealer networks, driving a **25% increase in user engagement**.
- **Redesigned scalable client onboarding and sales enablement frameworks** alongside commercial client leadership, optimizing sales competency programs to cut new-hire ramp time by **30-40%** and accelerate time-to-value.
- Contributed to **more than \$400K in services revenue** by proactively identifying, scoping, and securing upsell and expansion opportunities within existing implementation portfolio.
- **Led churn-intervention audits for high-risk enterprise accounts**, analyzing platform usage analytics, diagnosing implementation gaps, and executing cross-functional remediation plans to secure renewal pipeline and protect recurring ARR.
- **Partnered with Product teams and cross-functional client stakeholders** to prioritize feature requests and align product roadmaps for strategic global rollouts.
- **Accelerated internal services team ramp time by 33%** (from 3 to 2 months) by partnering with Content Development and Managed Services teams to build a self-paced and standardised onboarding program.
- **Led pre-sales technical scoping and solution design** in collaboration with Sales and Account Executives, assessing integration feasibility, scoping implementation effort, and authoring binding Statements of Work (SOWs).
- Delivered a strategic enterprise pilot deployment for a cybersecurity client, proving platform ROI and unlocking a **\$2M ARR license expansion**.

Associate Consultant, Professional Services | Mindtickle | Pune

Aug 2021-Aug 2023

- **Partnered with client Sales Enablement and Sales Ops heads** across the complete implementation journey, achieving a **98% on-time delivery milestone** while driving improvements in rep productivity, workflow efficiency, and platform ROI.
- **Orchestrated complex enterprise integrations** (CRM, HRMS, and dialler systems) by aligning cross-functional technical and client stakeholders, automating workflows and ensuring real-time data synchronization across Mindtickle modules.
- **Synthesized user feedback** into prioritized product requirements, partnering with Product Management to design and launch platform enhancements that streamlined rep enablement workflows.

Techno-Functional Consultant | HighRadius | Hyderabad

Apr 2019-Aug 2021

- Managed HighRadius Cash Application implementations for global Fortune 1000 accounts, serving as the primary functional point of contact to guide stakeholders through process mapping, system walkthroughs, and successful feature adoption.
- Translated architect designs into system configurations, setting up custom matching rules and parsing engines to achieve an **average 85%+ auto-match rate** for clients.
- Configured data integration mappings between HighRadius and major client ERPs (SAP, Oracle, NetSuite), conducting rigorous end-to-end testing of bank file ingestions (BAI2/MT940) to **maintain 99.9% reconciliation accuracy**.
- Designed automated matching rules and remittance parsing workflows that enabled client AR teams to manage **2-3x their post-implementation transaction volume**.
- Configured HighRadius Cash Application workflows and reason-code mappings to align with client-specific bank formats, **reducing manual processing effort by 35%**.
- Collaborated with Solution Architects and engineering teams to test and deploy custom parsing scripts for complex remittance formats, **increasing client remittance matching automation by 15%**.
- Owned User Acceptance Testing (UAT) cycles with client stakeholders, identifying and resolving configuration bugs to achieve a **100% technical sign-off before go-live**.

Education

B Tech (CSE) – Kalinga Institute of Industrial Technology (KIIT) | Bhubaneswar, India

Accomplishments and Awards

- Awarded the **Rising Star Award**, Mindtickle (2022): Distinction given to a single top performing new hire across the entire Services department for exceptional contributions within the first year of them joining Mindtickle.
- Mindtickle (2025): Led the deployment of a Sales Readiness Index framework for a global chemicals enterprise (€25B+ revenue) to benchmark rep competencies, earning the client an industry excellence award from the **Institute of Sales Professionals (ISP)**, UK.
- **Runners Up in Hackathon**, Mindtickle (2024): Awarded the runners' up prize in a Hackathon event for designing a solution to a critical customer onboarding problem to facilitate quicker TTV (Time-to-Value) and reducing dependency on account teams for customer admin onboarding.
- Mindtickle: **Fast track promotion** to Professional Services Consultant within 2 years of joining the team as an Associate
- HighRadius: Achieved an **accelerated promotion** from Associate Consultant to Consultant within 2 years of full-time tenure, following a Pre-Placement Offer (PPO) secured during a 10-month internship

License & Certifications

- Google AI Educator Series Certification
- Certified Customer Success Manager (CCSM) Level 1, SuccessCoaching
- Certified Customer Success Manager (CCSM) Level 2, SuccessCoaching
- AI Fundamentals, DataCamp
- BCG - Strategy Consulting Job Simulation, Forage

Co/Extra-curricular

- Member of the Profile Committee, PGPM Co27, IIM Ahmedabad
- **Volunteer, ConnectFor**: Dedicated time to various NGO and non-profit initiatives, including recording audiobooks and poetry for the visually impaired (Rosy Blue Foundation), drafting the Annual Report (Womenite), and participating in local river cleanup campaigns
- **Mental Health Chatline Volunteer, 7 Cups**: Provided a confidential and non-judgmental space to individuals navigating emotional distress across cases involving abuse, academic pressure, isolation, and depression.