

About

Client Success & Operations leader with 19+ years in B2B SaaS and manufacturing technology, delivering 98% portfolio retention, multi-million-dollar expansions, and measurable time-to-value gains through adoption programs, operational efficiency, and data-driven strategies.... ...see more



Top skills

Customer Success Management • Digital Transformation • Enterprise Account Management • SaaS & Tech-Enabled Services • Customer Lifecycle Management

Featured

Here is The Secret Life of a Customer Success Manager for individuals who want to pursue this career path:

✓ We spend more time on video calls than we do with our families.

We've become pros at multitasking - emails, chats, and phone calls, all at the same tim...

€©® 106 ⋅ 11 comments

Are you a #CSM looking to take your career to the next level? The good news is that there are plenty of paths you can take to evolve your career! Here are a few examples:

· Specialize in a specific area such as account management, customer experience, or customer retention.

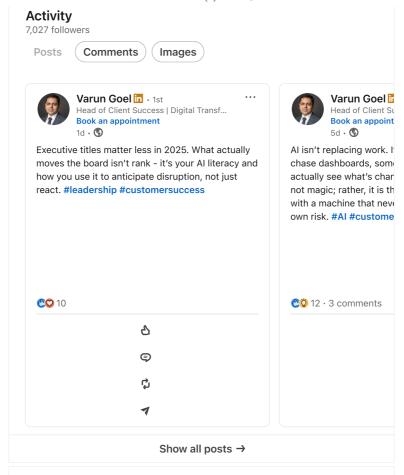
ۂ 74 · 4 comments

Post

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Experience



Intelegencia

Full-time · 2 yrs 2 mos

Noida, Uttar Pradesh, India \cdot On-site

AVP - Client Success

Jan 2025 - Present · 8 mos

- \bullet Leading global client strategy, delivery, and transformation across SaaS and manufacturing-aligned services. ...
- Customer Success, Manufacturing Analytics and +8 skills

Senior Director Client Success

Jul 2023 - Jan 2025 · 1 yr 7 mos

♥ Manufacturing Analytics, Post-Sales Management and +3 skills



Customer Success Leader

Zendesk · Full-time

Jul 2020 - Jul 2023 · 3 yrs 1 mo Noida, Uttar Pradesh, India · Hybrid

- Led customer success across India, SAARC, and APAC enterprise accounts with a focus on retention, expansion, and executive...
- ♥ Customer Retention, Post-Sales Management and +7 skills



Manager - Customer Success (APAC)

Adobe · Full-time

Aug 2016 - Jul 2020 · 4 yrs

Noida, Uttar Pradesh, India · On-site

- Built and led the APAC Customer Success team for Adobe Experience Cloud, Document Cloud, and Creative Cloud across enterprise account...
- fillipsize Post-Sales Management, Operations Management and +6 skills



Associate Director Client Services

Intelegencia · Full-time

(8) Varun Goel | LinkedIn

Jun 2009 - Aug 2016 · 7 yrs 3 mos Noida Area, India · On-site

- Led global delivery across software, QA, and content teams, managing 180+ members to support clients across APAC, EMEA, and the US. ...
- **▽** Service Delivery, Quality Assurance and +6 skills

Port 6k

Executive - Sales and Marketing

Porteck Corporation \cdot Full-time

Oct 2007 - Jun 2009 · 1 yr 9 mos Noida, Uttar Pradesh, India · On-site

- \bullet Worked on go-to-market efforts for RMP Software, a digital asset management platform. ...
- ♥ Product Management, Post-Sales Management and +6 skills

Show all 8 experiences →

Education



Indian School of Business

Leading Business Transformation in the Age of Al 2020 - 2020



Indian Institute of Management, Lucknow

Digital Marketing

2019 - 2019

Show all 4 educations →

Licenses & certifications



Project Management Professional (PMP)®

Project Management Institute

Issued Apr 2024 \cdot Expires Apr 2027

Show credential 🗹



Zendesk Messaging

Zendesk

Issued Mar 2023

Show credential @

Show all 7 licenses & certifications →

Volunteering



Action Team Lead - CSR

Adobe

Mar 2017 - Jun 2018 \cdot 1 yr 4 mos

Skills

Customer Success Management

Client Relationship Management



7 experiences across Intelegencia and 4 other companies

Show all 43 skills →

Recommendations

Recommend Varun

Received Given

Rakesh Saini in · 2nd

Technical Architect at Pvt. Ltd | Designing innovative software solutions April 29, 2025, Varun was senior to Rakesh but didn't manage Rakesh directly

Working with Varun Goel has been a great experience, especially seeing how he bridges the gap between client success, business strategy, and technology execution so seamlessly.

Even though I come from a technical background, collaborating with Varun on client-facing initiatives made it clear how important true client advocacy and strategic leadership are to achieving real business outcomes. Varun has an outstanding ability to understand client needs...



Ira. · 2nd

Certified Project Management Professional|Experienced QA Analyst|
Certified Green Belt | Agile|Scrum |Jira | Click up|Al|Project Co-ordinator
April 23, 2025, Ira reported directly to Varun

I had the pleasure of working under Mr. Varun Goel during my time at P.S.Intelegencia, where he consistently demonstrated exceptional leadership in client success and engagement. His ability to foster strong client relationships while driving measurable business outcomes truly set the standard for excellence within our team.

Varun Goel led with a client-first mindset, always ensuring that each engagement was handled with care, transparency, and strategic alignment. Whether it was resolving complex issues or identifying grow...

Show all 36 received →

Honors & awards

Most Promising Customer Experience Expert of the Year

Issued by Brands and Leaders of Tomorrow \cdot Nov 2017

Leadership and Management Award

Issued by Intelegencia · Mar 2011



Associated with Intelegencia

Interests

Top Voices Companies Groups



Vani Kola 🛅 · 3rd

MD @ Kalaari Capital | I'm passionate and motivated to work with founders building long-term scalable businesses 1,512,936 followers

+ Follow





Shradha Sharma in · 2nd Founder & CEO at YourStory Media

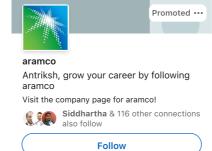
2,125,228 followers

+ Follow

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Causes

Animal Welfare • Children • Civil Rights and Social Action • Education • Environment • Health • Poverty Alleviation • Social Services



More profiles for you



Nimit Vikrama 🕢 · 3rd

Customer Success Manager @Salesforce | Digital Transformation | CRM Implementation | SaaS & Cloud Solutions

+ Follow



Sachin Verma in . 2nd

Performance Marketing | Customer Service | Operations Delivery Manager | Business Development| Delivery Manager | Ex.Google|...

+ Follow



Pawan Pratap Singh **⊘** · 2nd

VP Service Delivery at Intelegencia

+ Follow



Mico Areglado in · 2nd

Global Business Leader | SVP & CRO | Driving BPO, eCommerce & CX Transformation | Startup Builder | P&L & Growth Strategist

✓ Message



Sushil Kumar Tongaria PMP® · 2nd

Visionary Service Delivery Leader | Driving IT Program Success & Business Transformation | P&L & Stakeholder Management Expert |...

+ Follow

Show all

People you may know

From Varun's industry



Sheeba Chaturvedi 🤡

Senior Finance Analyst at Intelegencia

- Connect



Prithwijit Majumdar 🤡

Vice President- Strategy, Insights & Analytics

- Connect



Mohammad Areeb

of a new one

- Connect



Harsh Dewan 🕝

Senior Client Engagement Leader | Research, Analytics & Consulting | Driving Revenue Impact in CPG & Retail

- Connect

