



Varun Goel He/Him · 1st

Head of Client Success | Digital Transformation | B2B SaaS & Manufacturing Tech | AI-Driven Growth & Operations

Noida, Uttar Pradesh, India · [Contact info](#)

500+ connections



Sahil Dhyani, Navya Sharma, and 56 other mutual connections

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Highlights



You both work at Intelegencia

Varun started at Intelegencia 9 months before you did

 Message

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

Post

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 time...

 106 · 11 comments

Post

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.
- ...

 74 · 4 comments

Post

I want to give you an amazing Manager


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Activity



7,027 followers





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Varun Goel  · 1st
Head of Client Success | Digital Transf...
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Executive titles matter less in 2025. What actually moves the board isn't rank - it's your AI literacy and how you use it to anticipate disruption, not just react. [#leadership](#) [#customersuccess](#)



 10





Varun Goel 
Head of Client Su...
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5d · 

AI isn't replacing work. It's changing the way we chase dashboards, some of us are actually see what's char... not magic; rather, it is th... with a machine that neve... own risk. [#AI](#) [#custome](#)

 12 · 3 comments

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Experience




Inteligencia
Full-time · 2 yrs 2 mos
Noida, Uttar Pradesh, India · On-site

AVP - Client Success
Jan 2025 - Present · 8 mos

- 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...


 Post-Sales Management, Operations Management and +6 skills



Associate Director Client Services
Inteligencia · Full-time


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**

 **Executive - Sales and Marketing**
Porteck Corporation · Full-time
Oct 2007 - Jun 2009 · 1 yr 9 mos
Noida, Uttar Pradesh, India · On-site

- 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 AI
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 · 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 · 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 · 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|AI|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...

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Honors & awards

Most Promising Customer Experience Expert of the Year

Issued by Brands and Leaders of Tomorrow · 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 · 2nd

Founder & CEO at YourStory Media
2,125,228 followers

+ Follow

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Causes

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https://www.linkedin.com/in/varungoel/

4/6



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Siddhartha & 116 other connections
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Implementation | SaaS & Cloud Solutions[+ Follow](#)**Sachin Verma** · 2ndPerformance 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** · 2ndGlobal Business Leader | SVP & CRO | Driving BPO, eCommerce & CX
Transformation | Startup Builder | P&L & Growth Strategist[↗ Message](#)**Sushil Kumar Tongaria PMP®** · 2ndVisionary 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](#)**Prithwjit 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](#)



Nishtha Walia ✓

Content Marketer | Content Strategist | Brand Marketer

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Technology, Information and Internet

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Education

1,044,934 followers



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