

# zendesk

## Media Kit

Zendesk powers exceptional service for every person on the planet. As a leader in AI-powered service, we offer the Zendesk Resolution Platform, designed to redefine service with advanced tools that integrate AI Agents, a comprehensive knowledge graph, actions and integrations, governance and control, measurement and insights, and human expertise. Our purpose-built platform enhances service by combining automation and human insight for seamless interactions. Easy to use, easy to scale, and easy to get value from, Zendesk helps companies strengthen relationships, improve efficiency, and grow. Learn more at [www.zendesk.com](http://www.zendesk.com).

### NEWSROOM & PRESS RELEASES

Explore Zendesk's latest [press releases](#) and [newsroom articles](#), gain expert analysis, tools, and best practices through [Zendesk Insights](#) to thrive in the age of AI, and get inspired by Zendesk's [customer stories](#).

### LOGOS, IMAGES & HEADSHOTS

Access all official logos, images, and executive headshots [here](#).

### SOCIAL MEDIA

Stay connected with Zendesk on [LinkedIn](#), [YouTube](#), and [X](#).

### CONTACT INFORMATION

For all press inquiries, please reach out to [press@zendesk.com](mailto:press@zendesk.com).



# FAST FACTS

## Reach

Globally, Zendesk employs more than 6,000 people and serves more than 80K customers in 160 territories, supporting 60 different languages. This extensive customer base has enabled Zendesk to build the world's largest customer service dataset—leveraging decades of valuable insights to help brands connect more effectively with millions of customers.

## Operations

Zendesk powers nearly 5 billion customer resolutions every year. The platform supports 4 million agents and administrators, enabling them to provide exceptional service. Behind the scenes, Zendesk manages 13 billion end-user accounts and tracks 19 billion support tickets—reflecting the scale and reliability of Zendesk's commitment to delivering outstanding service.

## Market Position

In IDC's most recent *Worldwide Customer Service Applications Software Market Shares* report, Zendesk was among top 3 vendors. With AI designed to enhance human connection, Zendesk delivers fast, seamless, personalized service. Unlike other solutions, Zendesk combines cutting-edge AI with ease of use and scalability, offering a unique blend of speed, expertise, and cost transparency.

## AI Solutions

### Zendesk Resolution Platform:

- Zendesk's Resolution Platform is the only AI-first solution built to drive real resolutions. It combines human and AI agents, copilots, knowledge, and workflows into one seamless system, automating tasks for faster, personalized issue resolution. Powered by advanced AI agents, real-time copilots, automated quality assurance, and a learning knowledge engine, it creates a smarter, connected service ecosystem that improves with every resolution.

### Customer Service:

- Zendesk AI powers Zendesk's Resolution Platform by automating customer interactions to enable smarter, faster resolutions. Designed to support – not replace – humans, it blends AI's efficiency with agent empathy, automating routine tasks so agents can focus on what matters most. Zendesk AI uniquely understands customer interaction nuances, delivering precise, personalized experiences 24/7, while providing real-time insights and assurance that boost satisfaction, loyalty, and scalability.

### Employee Service:

- Zendesk empowers employees with seamless, AI-first service across every phase of work life. Built to deliver real resolutions across every department, from IT to HR to legal and beyond, it integrates with existing systems, automates workflows, and delivers fast, personalized support that boosts employee productivity and job satisfaction.

### Contact Center as a Service:

- Zendesk Contact Center, with AI built-in, bridges gaps between channels, agents, and systems, accelerating resolutions across voice, messaging, AI, and Workforce Engagement Management (WEM). It simplifies operations, eliminates fragile legacy complexities, and equips teams to deliver faster service and better experiences from day one.

## Sustainability

The company has purchased 100% renewable electricity and certificates since 2019. We have a carbon neutral product offering and are carbon neutral on corporate travel.

## Social Impact

Since 2019, Zendesk's Tech for Good program has donated \$37M in product to more than 140 nonprofits organizations globally, while Zendesk Foundation has donated over \$19M since its inception in 2015.



## ZENDESK LEADERSHIP

### Tom Eggemeier - Chief Executive Officer

Tom is the CEO of Zendesk, and a member of the board.

Most recently, Tom was a partner at the private equity firm Permira, where he was the head of the Menlo Park office and focused on investing and value creation in the Technology sector. In addition to the Zendesk board, Tom serves on the boards of Axiom, G2, Seismic, and Mimecast. Prior to joining Permira, Tom was the President of Genesys, a Permira fund portfolio company and global leader in omnichannel customer experience and contact center software. During his more than ten-year tenure with Genesys, he focused on developing and implementing strategic and operational initiatives aimed at driving value creation across the business. Tom's previous global experience includes working in Paris, France for almost five years along with over 20 years operational experience in the technology sector leading teams from sales to research and development.

Tom holds a B.A. from the University of Dayton and a J.D. from the University of Chicago Law School.

Tom and his family live in the San Francisco Bay Area, CA. He enjoys traveling, reading history books, and following the University of Dayton Flyers basketball team.

### Julie Swinney - Chief Financial Officer

Julie Swinney is the Chief Financial Officer of Zendesk. She oversees global finance, which includes finance & strategy, accounting, revenue operations, tax and treasury, internal audit, and procurement. Julie focuses on driving strategy through execution with disciplined financial management and is an ardent champion of diversity and inclusion.

Julie joined Zendesk in October 2021 as Senior Vice President of Finance & Strategy. Prior to joining Zendesk, Julie had a 25 year career at Intel Corporation, including serving as the chief financial officer of the cloud and enterprise data center business, leading corporate planning, strategy and reporting, and overseeing a portfolio of startup software businesses. Julie holds a bachelor's in finance from Indiana University and a J.D. from the Indiana University School of Law.

Julie enjoys hiking, traveling, reading, and spending quality time with family.



## **Adrian McDermott - Chief Technology Officer**

Since 2010, Adrian has led Zendesk's product management and engineering teams, constantly creating new paths for product innovation and development. As the company's chief technology officer, he is currently responsible for defining its long-term strategic product direction that will shape the future of service. He also helps guide the company's global customers on how to enhance their customer experience to create better relationships.

Previously, Adrian served as chief technical officer at Attributor, where he managed web-crawling and content-identification systems for text, video, and images. He was the first engineer hired by Plumtree Software, and remained with the company through its IPO and subsequent acquisition by BEA.

Adrian is a Yorkshireman living in San Francisco.

## **Chris Donato - President, Global Sales & Field Engineering**

Chris is President of Global Sales and Field Engineering and has over 25 years of enterprise selling experience in the North American and Global markets and a proven track record driving business results and developing GTM organizations. In his role, Chris leads field sales, presales, customer success and consulting with a primary goal of positioning Zendesk's market-leading service cloud solutions across all market segments from SMB to the Fortune 500 segment.

Most recently, Chris served as the President of Global Sales and a member of the Executive Committee at Celonis. During his time there, Chris was responsible for the development of Celonis' global GTM organization across a number of regions and industries.

Prior to Celonis, Chris spent 26 years at Oracle in a number of application and technology leadership positions. Before leaving Oracle, Chris was the EVP of Oracle's multibillion-dollar N.A. Applications and Consulting Business and was responsible for positioning Oracle's market-leading back-office and front office cloud solutions across all market segments.

Chris and his wife live in Madison, New Jersey and have three children. He earned a bachelor's degree in business administration from Susquehanna University and a finance industry certification from the Wharton School, University of Pennsylvania. Chris also served as a Trustee at Lafayette College.



## **Craig Flower - Chief Operating Officer**

Craig Flower is Chief Operating Officer at Zendesk and is responsible for ensuring that Zendesk's technology stack and digital capabilities are deployed in a way that enable customer and employee success.

Craig is a seasoned tech executive with deep experience across a broad range of businesses. Prior to Zendesk, Craig was Chief Technology Officer for TriNet, where he focused on establishing the company as a cohesive, scalable HR service provider tailored to the needs of six industry verticals by replatforming the product, digitizing key processes, and accelerating the transition to cloud. Earlier in his career, Craig served as Chief Information Officer for Hewlett-Packard. As a hands-on executive during his 20+ year HP tenure, Craig drove business model innovation in conjunction with process and IT transformation, resulting in significant revenue growth and margin expansion.

Craig has a B.S. in Mathematical Sciences from Stanford University.

Craig lives in the San Francisco Bay Area with his family. He enjoys many outdoor activities, traveling with family and friends, reading, live music, and Bay Area sports.

## **Shashi Upadhyay - President of Product, Engineering, and AI**

Shashi Upadhyay is Zendesk's President of Product, Engineering, and AI, responsible for developing innovative products that leverage advanced AI. With a proven track record of creating transformative solutions, he combines a deep understanding of AI's potential for business transformation with a strong commitment to customer-centric design.

Before Zendesk, Shashi held a key role at Google, where he led the advertiser product portfolio and spearheaded innovation as the head of Google Ads, Google Analytics, DV3, SA3, and Performance Max, one of Google's fastest-growing products. Prior to Google, he founded Lattice Engines, which was acquired by Dun & Bradstreet (D&B) in 2019. He played an instrumental role in D&B's public offering in 2020 and has since become an active investor in startups across diverse sectors, including energy storage, neuroscience, and enterprise infrastructure.

Shashi earned his undergraduate degree in Physics from the Indian Institute of Technology (IIT) Kanpur and went on to obtain a Ph.D. in Physics from Cornell University.

He resides in San Francisco with his wife, two teenagers, and their Bernedoodle. In his free time, he enjoys reading science fiction, hiking, biking, and exploring new destinations.



## **Shana Simmons - Chief Legal Officer**

Shana Simmons is the Chief Legal Officer at Zendesk. She leads the global Legal Department in facilitating growth and mitigating risk and helps shape the company's strategy to maximize value for Zendesk's customers and stakeholders.

Shana joined Zendesk in March 2024. Prior to this, Shana served as the Chief Legal Officer at Everlaw, where she spearheaded the legal department overseeing all aspects of legal, regulatory, privacy, governance, risk, and compliance matters. Before joining Everlaw, Shana held the position of Head of Go-To-Market Legal at Google Cloud, where her team played a pivotal role in driving the company's expansion into global and regulated markets. Shana achieves results by investing in and mentoring her teams, developing them to reach their full potential.

Shana began her legal career at Cleary Gottlieb Stein & Hamilton LLP in New York and London, as a capital markets associate. Shana earned her J.D. degree from the University of California, Berkeley, School of Law, and holds a BA degree with honors from Wesleyan University.

Additionally, Shana is a corporate board member for digital business card and contact management app HiHello. Committed to giving back to her community, Shana serves on the boards of her alma mater, Wesleyan University, and the Oakland Zoo. She resides in Oakland, California, with her husband and two children.

## **Colin Murphy - Chief Customer Officer**

Colin is a seasoned executive with 20+ years of experience in a wide range of disciplines including strategy & corporate development, business operations, product management & engineering, and Go To Market leadership.

Colin began his career with two stints at global consulting firms, Deloitte and Oliver Wyman, before moving on to strategy & operations and Customer Success leadership roles. Prior to Zendesk, Colin served as CCO of BMC Software where he oversaw revenue retention, install base expansion, and competitive replacement initiatives to drive ARR growth.

At Zendesk he leads the global Professional Services, Customer Success, and Renewals teams responsible for leveraging data to drive product adoption, value realization, and customer growth & retention.

Colin holds two graduate degrees from the University of Texas at Austin (MBA, Public Affairs) and received his B.S. from Pennsylvania State University.

Originally from Chicago, Colin lives in the New York Metro Area with his wife and two daughters. He is an avid student of history, and enjoys traveling with family and supporting Penn State sports.

