

Zendesk Media Kit

About Zendesk

Zendesk is on a mission to simplify the complexity of business and make it easy for companies and customers to create connections. Our customer experience software unlocks the power of billions of interactions, enabling businesses to build rich, meaningful relationships with their customers. The company was conceived in Copenhagen, Denmark and today operates in more than 20 countries around the world. Learn more at www.zendesk.com.

Key Milestones

- **2007:** Zendesk launches in Copenhagen by 3 guys around 1 desk (well, actually it was a kitchen bench which was made out of an old door)
- **2009:** First HQ opens in San Francisco, CA with 10 employees and 1,000 customers
- **2014:** Zendesk (ZEN) debuts on the New York Stock Exchange at \$9 per share with 600+ employees, 42,000+ customers and \$100M revenue run rate, acquires Singapore startup Zopim (known as Zendesk Chat)
- **2015:** Acquires French startup BIME Analytics
- **2017:** Zendesk launches Guide, its evolution of Help Center and Answer Bot (AI)
- **2018:** Zendesk introduces Sunshine and The Suite
- **2018:** Acquires CRM software Base (later known as Zendesk Sell)
- **2019:** 17 offices around the world, 2,600+ employees and \$800M revenue run rate, acquires Canadian startup Smooch (known as Sunshine Conversations)
- **2020:** Zendesk achieves \$1B revenue run rate
- **2021:** Acquires Portuguese startup Cleverly
- **2022:** Zendesk is acquired by Hellman & Friedman and Permira and taken private
- **2023:** Launches Zendesk AI, Conversational Commerce, and names Tom Eggemeier as its CEO

Leadership Bios

[Tom Eggemeier](#)

CEO

Tom Eggemeier is the CEO and a board member of Zendesk. Most recently, he was a partner at the private equity firm Permira, where he was the head of the Menlo Park office, focused on investing and value creation in the Technology sector.

Prior to joining Permira, he was the President of Genesys, a global leader in omnichannel customer experience and contact center software. During his more than ten-year tenure with Genesys, he developed and implemented a number of strategic and operational initiatives that drove significant 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.

He holds a B.A. from the University of Dayton and a J.D. from the University of Chicago Law School. Tom lives with his family in the San Francisco Bay Area, CA. and enjoys traveling, reading history books, and following the University of Dayton Flyers basketball team. He also serves on the boards of Axiom, G2, Seismic, and Mimecast.

[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 customer 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.

[Pat Copeland](#)

Chief Engineering Officer

Patrick Copeland is Chief Engineering Officer at Zendesk. He leads the company's engineering team and is responsible for building and scaling reliable products and developer platforms to meet the needs of customers of all sizes.

A highly experienced technology leader, Pat has spent over 25 years building teams, scaling businesses, and delivering products for some of the world's most well-known companies. Most recently, Pat oversaw the Brand Advertising business at Amazon. Additionally, he held multi-disciplinary senior roles at Google and Microsoft.

Pat lives in the Seattle area with his wife and three children. When he's not working to innovate and build industry-leading products, Pat enjoys drawing, photography, and astronomy.

[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.

Logos & Images

We are in the midst of rolling out an extensive brand refresh (anticipated to be completed by August 2023). For our updated logos, usage guidelines and new images, please contact press@zendesk.com.