

Zendesk Media Kit

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About Zendesk

Zendesk started the customer experience revolution in 2007 by enabling any business around the world to take their customer service online. Today, Zendesk is the champion of great service everywhere for everyone, and powers billions of conversations, connecting more than 100,000 brands with hundreds of millions of customers over telephony, chat, email, messaging, social channels, communities, review sites and help centers. Zendesk products are built with love to be loved. The company was conceived in Copenhagen, Denmark, built and grown in California, taken public in New York City, and today employs more than 6,000 people across the world. Learn more at www.zendesk.com.

Key Timeline

- **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:** Our 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 (now Zendesk Chat)
 - **2015:** Acquires French startup BIME Analytics (now our Reporting & Analytics solution)
 - **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 (now Zendesk Sell)
 - **2019:** 17 offices around the world, 2,600+ employees and \$800M revenue run rate, acquires Canadian startup Smooch (now Sunshine Conversations)
 - **2020:** Zendesk reaches \$1B revenue run rate with 3,500+ employees with 100,000+ customers
 - **2021:** Acquires Portuguese startup Cleverly
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Logos

Link to current logos and Zendesk Logo Guidelines [here](#).

Images

Our very own [Brandland](#) has a number of image resources you are welcome to download and use as you need. Please reference the source appropriately.

To request any of the following, please contact press@zendesk.com and allow up to two business days for the team to respond to your request, though we will do our best to get back to you as quickly as possible.

- Product
- Executive Headshots
- Global Office Photos
- People / Life at Zendesk

Executive Spokespeople Bios (in surname alphabetical order)

Colleen Berube

Senior Vice President of Operations & Chief Information Officer

[@ColleenBerube](#)

As Zendesk's chief information officer, Colleen is reshaping Zendesk's benchmark for modern IT at scale and a customer-centric workforce. She is passionate about the role of both customer and employee experience in the digital age.

With more than 20 years of experience across multiple industries and an ever-changing technology landscape, Colleen is a digital- and business-model transformation leader. Her innovative strategies help companies put their customers at the center and create work environments focused on collaboration and open communication.

Previously, she was an executive in residence with PwC where she worked on a range of commercial and internal initiatives. Prior to this, Colleen was vice president of IT for Adobe Systems, and also held executive-level IT roles at Cisco Systems, Palm, and SAP.

In her spare time, Colleen is an avid rower. She takes what she learns about discipline and teamwork on the water to the business world. She holds a bachelor's degree from State University of New York at Potsdam and an MBA from the University of North Florida.

Alex Constantinople

Chief Marketing Officer

[@constantalex](#)

Alex Constantinople joined Zendesk as CMO in May 2021, and is responsible for our global marketing efforts including brand, product, campaigns and integrated marketing, creative, communications, social impact and events. She focuses on unifying our messages across our customers, products and the company to keep building our marketing engine and driving continued growth. Alex will also focus on more clearly connecting our social impact work with our company mission, and guiding the development and evolution of our corporate strategy.

Prior to Zendesk she was the CEO of Outcast, an integrated marketing agency, where for a decade she partnered with some of the world's most well-known companies to help them shape and grow their brands. She has also served in marketing and communications roles for GE, Condé Nast, NBC and CNN.

She lives in San Francisco with her husband and three children.

Shelagh Glaser

Chief Financial Officer

[@GlaserShelagh](#)

Shelagh Glaser joined Zendesk in May 2021 as chief financial officer and oversees global finance, which includes finance & strategy, accounting, corporate reporting and forecasting, deal desk, and investor relations. Shelagh focuses on driving strategy to achieve financial results through disciplined portfolio management and is also a passionate champion of diversity, equity and inclusion.

Prior to joining Zendesk, Shelagh grew her career at Intel over 25 years. Most recently, she served as chief financial officer and chief operating officer for the data platform group. Shelagh holds a BA in economics from University of Michigan and an MBA from Carnegie Mellon University.

Shelagh is an avid cyclist and enjoys traveling and hiking with her husband and their three daughters.

Adrian McDermott

Chief Technology Officer

[@amcdermo](#)

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 Contributor, 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.

Andrea (Andee) Nieto

Chief People Officer

Andrea (Andee) Nieto joined Zendesk in March 2022. As chief people officer, Andee oversees our People and Places function, which includes talent acquisition, talent and organizational development, total rewards, diversity equity and inclusion, global people partnering and HR operations. Andee focuses on creating a strong sense of community in a digital-first world and is passionate about inclusion and belonging in the workplace.

Prior to joining Zendesk, Andee spent over 25 years at Cisco (17 years) and Xilinx (9 years.) At both companies she held a variety of executive roles both in human resources and business including business partnering leadership, talent management and chief of staff. Andee holds a BA in history and a BA in speech communication from San Jose State University.

Like so many working parents, Andee enjoys downtime with her family relaxing, playing board games or binging true crime documentaries; she cherishes alone time to read a good book.

Mikkel Svane
CEO, Founder
[@mikkelsvane](#)

Mr. Svane is the CEO, chairman and founder of Zendesk, a global company that builds software for the best customer experiences. He has driven the vision, culture, and growth of the company since it was founded in 2007. Under his leadership, the company went public on the New York Stock Exchange in 2014 and currently helps more than 169,000 organizations around the world better help, engage with, and understand their customers. Originally from Copenhagen, Denmark, he is a published author of the book *Startupland*, a father of four, and a lover of handcrafted cocktails.

Jeff Titterton
Chief Operating Officer
[@JeffTitterton](#)

As Zendesk's chief operating officer, Jeff brings the Product, Advocacy and scaled Go-to-Market customer teams closer together to fully understand how our customers experience Zendesk so that we can create the best possible CX solutions for them.

Prior to being named COO, Jeff spent four years as Zendesk's CMO, where he helped Zendesk realize significant growth by focusing on what matters most to our customers and delivering a more seamless, simplified and frictionless customer experience. Before joining Zendesk, he spent nearly two decades in leadership roles at SaaS and other tech companies, where he focused on marketing, product marketing, conversion and retention optimization, analytics and business management at companies ranging from startups to enterprise companies.

Most recently, he ran engagement marketing and campaign marketing for Adobe's multi-billion dollar ARR Creative Cloud business, and before that he served as CMO at 99designs. He has also spent many years in the Silicon Valley startup scene, where he honed his strength in data-driven marketing and growth best practice.

When he's not digging through the numbers and mulling over strategy, you can find him spending time with his husband and two children, or doing long runs or bike rides throughout the Bay Area.