Teresa Anania

Senior Vice President of Global Customer Success, Renewals and Customer Experience
Zendesk

Teresa Anania is Senior Vice President of Global Customer Success, Renewals and Customer Experience at Zendesk where she is responsible for the management and development of the company's global client base, including all customer segments from Enterprise to our smallest customers. Her remit is to ensure Zendesk's customers are realizing maximum business value across the customer lifecycle and achieving their ROI goals which ensures their renewal and opportunity for expansion. Prior to Zendesk, Teresa was the Senior Director of Customer Success at Autodesk where she ground-up the scale and tech-touch practice across all market segments. Teresa is passionate about developing personalized, outcome-driven experiences that advance customer adoption, retention, loyalty, and lifetime value.