**Murali Swaminathan**

**Chief Technology Officer, Freshworks**

Murali Swaminathan joined Freshworks as Chief Technology Officer in September 2024. Murali is responsible for Freshworks’ technology roadmap and strategy, leading the company’s global engineering and architecture teams. With over 30 years of experience in software engineering, he has held leadership roles at ServiceNow, Recommind (now OpenText), and CA Technologies (now Broadcom), where he delivered scalable, secure solutions that enabled digital transformation and business agility. Murali holds a master’s degree in Software Engineering Management from Carnegie Mellon University and a bachelor’s degree in electronics and instrumentation from Annamalai University in India.