**Pradeep Rathinam** 

**Chief Customer Officer, Freshworks**

**SHORT BIO:**

Pradeep Rathinam (Paddy) is the Chief Customer Officer (CCO) at Freshworks. He leads a global team of customer experience employees that span customer success, professional services, and customer service. He founded AnsweriQ, an AI-based customer service automation company, which was acquired by Freshworks in 2020. Previously, he was the CEO of Aditi Technologies and spent over a decade at Microsoft as general manager of the Independent Software Vendors business. Pradeep holds a business management degree from Delhi University.

**LONG BIO:**

Pradeep Rathinam is the Chief Customer Officer (CCO) of Freshworks. In his role, he leads a global team of 400 customer experience employees responsible for building deep customer relationships including the likes of HP, Cisco, Toshiba, Honda, Sotheby’s, and American Express. Pradeep is a fierce customer advocate, a serial founder/entrepreneur with two successful acquisitions under his belt, and a trusted board member.

Earlier in his career, he founded AnsweriQ, an AI-fueled customer service company, which was acquired by Freshworks in 2020. He also founded and led Aditi Technologies through its successful acquisition by Symphony Teleca (which was later acquired by HARMAN International). Prior to that, he spent over a decade at Microsoft as general manager of the Independent Software Vendors business.

Outside of the office, Pradeep serves as a mentor in the local startup community in Seattle. He has served as a board member for over a decade at the Washington Technology Industry Association (WTIA), TIE Seattle, a professional network committed to supporting and promoting entrepreneurship in Seattle. Pradeep holds a bachelor’s in Business Studies from Delhi University.