**Murali Krishnan**

**Senior VP Customer Experience, Freshworks**



Murali Krishnan joined Freshworks as Senior Vice President of Customer Experience in February 2023 and oversees customer support, onboarding, and digital expansion. In his most recent role at Sprinklr, Murali helped set up the Customer Delight organization, which focused on post-sales customer lifecycle management, including retention and upsells. Prior to Sprinklr, Murali was the Global Innovation leader for EY Global Delivery Service, and before that served as a VP of Services at Dell-EMC leading business transformation and social media support. Murali has led rapid growth and massive scale and his professional passion is to ensure that customers succeed. He has an MBA from the University of Chicago Booth School of Business and a BE in Mechanical Engineering from Anna University in Chennai.