



Udemy Appoints Neeracha Taychakhoonavudh as Chief Customer Experience Officer to Accelerate Enterprise Strategy

April 28, 2025

Experienced SaaS executive to lead global customer success, support and operations, scaling global customer loyalty and strengthening focus on voice of the customer.

SAN FRANCISCO--(BUSINESS WIRE)--Apr. 28, 2025-- [Udemy](#) (Nasdaq: UDMY), a leading online skills marketplace and learning platform, today announced the appointment of Neeracha Taychakhoonavudh as the company's first-ever Chief Customer Experience Officer (CCO).

In this newly created role, Taychakhoonavudh will lead Udemy's Global Customer Success and Customer Operations teams, overseeing enterprise customer adoption, expansion and retention strategies to meet the evolving needs of the company's diverse, worldwide customer base. She will report directly to Udemy President & CEO, Hugo Sarrazin.

Taychakhoonavudh brings extensive enterprise software and customer success leadership experience, most recently serving as Chief Customer Officer at Asana, and previously spent 14 years at Salesforce in leadership roles spanning customer success, renewals, partner strategy, industry solutions, and sales operations, most recently serving as Salesforce's Executive Vice President, Global Customer Success.

"Neeracha brings deep expertise in customer experience, a global mindset, and an ability to scale strategic programs that drive expansion with global organizations that provide lasting business value," said Hugo Sarrazin, President & CEO at Udemy. "Her leadership will be instrumental as we strengthen our customer engagement model, deepen loyalty, and accelerate durable growth across Udemy Business. We're thrilled to welcome her at this pivotal stage of our journey."

"I've deployed AI tools which transform the customer experience by delivering a truly personalized journey, and look forward to leveraging this in the world of skills development, both at the individual and organizational level," said Taychakhoonavudh. "As the future of work undergoes revolutionary levels of change, Udemy's AI-powered platform can help reshape how global enterprises approach strategic workforce planning in a modern way. I look forward to working with Udemy's talented team to create a future-forward customer experience by focusing on delivering values and outcomes."

About Udemy

[Udemy](#) (Nasdaq: UDMY) transforms lives through learning by ensuring everyone has access to the latest and most relevant skills. Through the Udemy Intelligent Skills Platform and a global community of diverse and knowledgeable instructors, millions of learners gain expertise in a wide range of technical and professional skills — from [generative AI](#) to [leadership](#). The Udemy marketplace provides learners with thousands of up-to-date courses in dozens of languages, offering a variety of solutions to achieve their goals. Udemy Business empowers enterprises to offer on-demand learning for all employees, immersive learning for tech teams through Udemy Business Pro, and cohort learning for leaders through Udemy Business Leadership Academy. Udemy Business customers include Fender®, Glassdoor, On24, The World Bank and Volkswagen. Udemy is headquartered in San Francisco with hubs in Austin and Denver, USA; Ankara and Istanbul, Türkiye; Dublin, Ireland; Melbourne, Australia; Mexico City, Mexico; and Chennai, Gurugram, and Mumbai, India.

Forward-Looking Statements

This press release contains forward-looking statements within the meaning of Section 27A of the Securities Act of 1933 and Section 21E of the Securities Exchange Act of 1934 and the meaning of the Private Securities Litigation Reform Act of 1995. These forward-looking statements include, but are not limited to, statements regarding Udemy's expectations relating to future operating results and financial position; anticipated future expenses and investments; and our business strategy and plans. The words "believe," "may," "will," "estimate," "potential," "continue," "anticipate," "intend," "expect," "could," "would," "project," "plan," "target," and similar expressions are intended to identify forward-looking statements.

Forward-looking statements are subject to known and unknown risks and uncertainties and are based on potentially inaccurate assumptions that could cause actual results to differ materially from those expected or implied by the forward-looking statements. Actual results may differ materially from the results predicted and reported results should not be considered as an indication of future performance.

The potential risks and uncertainties that could cause actual results to differ from the results predicted include, among others, those risks and uncertainties included under the caption "Risk Factors" and elsewhere in our filings with the Securities and Exchange Commission ("SEC"), including, without limitation, our Annual Report on Form 10-K for the year ended December 31, 2024, filed with the SEC on February 19, 2025. All information provided in this release is as of the date hereof, and we undertake no duty to update this information unless required by law.

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