



Emily Glass

Chief Executive Officer

Emily Glass is president and CEO of Syncro, an all-in-one RMM, PSA, and remote access tool that helps managed service providers run more profitable businesses. Previously, Emily was Customer Experience Officer at Datto, where she created an award-winning technical support experience, and Datto's Chief Product Officer, driving product strategy. Emily has also served in senior leadership positions at Alyce, Backupify, Akamai, and Brightcove. Emily holds degrees in both computer engineering and fine arts.

Nicole DeBourg-Kahn

Chief People Officer

Nicole DeBourg-Kahn is Syncro's Chief People Officer, where she's focused on providing the best environment in which team members can grow and feel true fulfillment. She brings to her role more than 20 years of leading HR teams in software, technology, biotech, and retail industries. Before joining Syncro, Nicole was the Chief People Officer for FairWarning, a healthcare privacy software company. Nicole holds a BA from Rollins College.

Ian Alexander

Channel Chief

Ian Alexander is co-founder and Channel Chief at Syncro. In his long tenure at the company, he's worked in almost every department, from running sales, marketing, and customer success, to writing code, managing systems, and participating in every MSP community he can find.

Before Syncro was born, Ian was CEO of RepairTech, whose products help computer repair shops automate their business functions. Ian has a background in computer engineering and enjoys playing basketball, going on adventures, and reading books.

Rajesh Agarwal

Vice President, Engineering

As VP Engineering, Rajesh Agarwal leads product building and feature development at Syncro. Prior to Syncro, Rajesh led engineering at RaiseMe, an EdTech startup making the college dream a reality for millions of students. Rajesh also spent time at AT&T in roles ranging from software engineer to senior technical director leading over 100 people. Rajesh holds a Bachelor of Engineering degree from Bangalore University, India. He's a certified advanced yoga and meditation teacher and leads regular meditation sessions at work.

Bill Mrochek

Vice President, Product

Bill Mrochek brings 20 years of leadership experience in both consumer and business software to his role as VP Product for Syncro. Before joining Syncro, he was head of product at Jumpcloud, a cloud directory service providing IT groups with a small business solution to manage identities and endpoints. Prior to that, he worked at CA technologies in a couple of executive roles, including leading their service management suite of tools. Bill spent 14 years in interactive entertainment, working on a variety of products and internal IPs from companies like Hasbro and Pokemon. In all roles, Bill is fanatically focused on the customer experience, and leads by empowering teams with agile and lean methodologies. Bill lives in his hometown of Broomfield, Colorado with his wife of nearly 20 years, and their 2 dogs and 2 cats.

Simon Tecle

Vice President Sales and Customer Success

As Syncro's VP Sales and Customer Success, Simon Tecle helps make sure Syncro is always growing and keeping clients happy. Prior to joining Syncro, Simon was the VP of Sales and Customer Success at Citruslabs. A passionate leader, Simon brings more than 15 years of experience heading up customer-facing teams across sales, account management, and customer success.

Katie Samuelson

Vice President, Marketing

Katie Samuelson is the VP Marketing at Syncro, where she applies her passion for growing marketing teams. Katie has held a number of marketing leadership roles at B2B tech companies such as Toast, Robin, and Saltmine, where she took a number of large-scale products to market. Katie holds degrees in business, change management, and communications. When she's not working, she enjoys playing with her pup and running half-marathons.