



Executive Bios

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.

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.

Kristen Costagliola

Chief Product & Technology Officer

Kristen Costagliola is Syncro's Chief Product and Technology Officer where she focuses on making Syncro the best platform in the industry. Kristen has a passion for balancing product features and delivery with quality and reliable software. Prior to joining Syncro Kristen was VP of Software Engineering at Datto leading the Datto RMM, Networking, Partner Portal, and Endpoint Security engineering teams. Kristen has a degree in computer engineering from Fairfield University and loves spending time with her family and being outdoors.

Gerry Rice

Chief Financial Officer

Gerry Rice is Syncro's Chief Financial Officer, where she takes pride in building a finance organization that scales and supports business and customer growth. Gerry brings extensive experience in leading finance and operations teams for companies growing from small startups to large publicly traded companies. Prior to joining Syncro, Gerry was the VP of Finance for ServiceTitan and Automation Anywhere. Gerry holds a BS in accounting, with a minor in cybernetic systems, from San Jose State University.

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.

Simon Teclé

SVP, Sales and Success

As Syncro's VP Sales and Customer Success, Simon Teclé 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.