

Zoom - Company Profile

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Zoom Company Profile ## 1. Basic Information * **Founded:** 2011 * **Founder:** Eric Yuan * **Current CEO:** Eric S. Yuan * **Headquarters:** San Jose, California, USA * **Number of Employees:** Approximately 7,400 (as of early 2024) * **Website:** zoom.us * **Contact:** support@zoom.us | +1-888-799-9666 ## 2. Company Overview Zoom Video Communications, Inc. is a leading provider of communication technology, primarily known for its intuitive cloud-based peer-to-peer software platform. The company offers a comprehensive suite of services enabling virtual meetings, webinars, chat, phone systems, and collaborative workspaces for businesses and individuals globally. Zoom's mission is: "Zoom is for you. We help you express ideas, connect to others, and build toward a future limited only by your imagination." Key historical milestones include its founding in 2011, going public in 2019, and experiencing exponential growth and becoming a household name during the 2020 global pandemic. ## 3. Key Products and Services Zoom offers a diverse portfolio of products beyond its flagship video conferencing, including: * **Zoom Meetings:** Cloud-based video conferencing. * **Zoom Phone:** Enterprise cloud phone system. * **Zoom Rooms:** Conference room solution. * **Zoom Webinars:** Large-scale virtual event hosting. * **Zoom Events:** Comprehensive platform for virtual and hybrid events. * **Zoom Contact Center:** Omnichannel customer engagement solution. * **Zoom Whiteboard:** Digital collaborative canvas. * **Zoom Team Chat:** Persistent messaging and collaboration. ## 4. Leadership Team * **CEO & Founder:** Eric S. Yuan * **Chief Financial Officer (CFO):** Kelly Steckelberg * **Chief Operating Officer (COO):** Aparna Bawa * **Chief Product Officer (CPO):** Smita Hashim ## 5. Market Position As of May 2024, Zoom holds a market capitalization of approximately \$19.5 billion. It remains a significant player in the Unified Communications as a Service (UCaaS) market, distinguished by its user-friendly interface and robust feature set. Major competitors include Microsoft Teams, Google Meet, Cisco Webex, and RingCentral. Zoom maintains a strong global presence, operating across North America, EMEA, and Asia-Pacific regions, with extensive infrastructure supporting its worldwide user base. ## 6. Recent Achievements (2023-2025) Zoom has focused heavily on innovation and platform expansion. In 2023, the company launched **Zoom AI Companion**, integrating generative AI capabilities across its product suite, including Meetings, Team Chat, and Phone, significantly enhancing productivity features. It also continued to evolve its Zoom Workplace platform and was recognized as a Leader in the Gartner Magic Quadrant for UCaaS. In 2024, Zoom has further refined its AI offerings and launched **Zoom Scheduler**, reinforcing its commitment to providing a comprehensive, AI-powered collaboration ecosystem.