UNITED STATES SECURITIES AND EXCHANGE COMMISSION
Washington, D.C. 20549
STATEMENT OF CHANGES IN BENEFICIAL OWNERSHIP OF SECURITIES

Filed pursuant to Section 16(a) of the Securities Exchange Act of 1934 or Section 30(h) of the Investment Company Act of 1940

Name and Address of Reporting Person

Gemmaro Norman
989 MARKET STREET
SAN FRANCISCO, CA 94103

Issuer and Ticker or Trading Symbol

Zendesk, Inc. [ ZEN ]

Relationship of Reporting Person(s) to Issuer

Director

Date of Event Which Required Filing of this Statement:

3/15/2021

Table I - Non-Derivative Securities Acquired, Disposed of, or Beneficially Owned

<table>
<thead>
<tr>
<th>Title of Security (Instr. 1)</th>
<th>Date of Event (Instr. 5)</th>
<th>Code</th>
<th>V</th>
<th>Amount</th>
<th>(A) or (D)</th>
<th>Price</th>
</tr>
</thead>
<tbody>
<tr>
<td>Common Stock</td>
<td>3/10/2021</td>
<td>M</td>
<td>100</td>
<td>A</td>
<td>28.56</td>
<td>2450</td>
</tr>
<tr>
<td>Common Stock</td>
<td>3/10/2021</td>
<td>M</td>
<td>100</td>
<td>A</td>
<td>29.21</td>
<td>2730</td>
</tr>
<tr>
<td>Common Stock</td>
<td>3/10/2021</td>
<td>F</td>
<td>287</td>
<td>A</td>
<td>22.47</td>
<td>6403</td>
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<td>Common Stock</td>
<td>3/10/2021</td>
<td>M</td>
<td>287</td>
<td>A</td>
<td>21.32</td>
<td>6258</td>
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<tr>
<td>Common Stock</td>
<td>3/10/2021</td>
<td>F</td>
<td>540</td>
<td>A</td>
<td>23.09</td>
<td>12758</td>
</tr>
<tr>
<td>Common Stock</td>
<td>3/10/2021</td>
<td>M</td>
<td>540</td>
<td>A</td>
<td>22.60</td>
<td>12120</td>
</tr>
<tr>
<td>Common Stock</td>
<td>3/10/2021</td>
<td>M</td>
<td>100</td>
<td>A</td>
<td>29.34</td>
<td>3254</td>
</tr>
<tr>
<td>Common Stock</td>
<td>3/10/2021</td>
<td>M</td>
<td>100</td>
<td>A</td>
<td>27.99</td>
<td>3004</td>
</tr>
</tbody>
</table>

Table II - Derivative Securities Beneficially Owned (e.g., puts, calls, warrants, options, convertible securities)

<table>
<thead>
<tr>
<th>Title of Derivative Security (Instr. 3)</th>
<th>Date of Event (Instr. 5)</th>
<th>Code</th>
<th>V</th>
<th>Amount</th>
<th>(A) or (D)</th>
<th>Price</th>
</tr>
</thead>
<tbody>
<tr>
<td>Restricted Stock Unit</td>
<td>3/10/2021</td>
<td>M</td>
<td>100</td>
<td>A</td>
<td>29.21</td>
<td>2820</td>
</tr>
<tr>
<td>Restricted Stock Unit</td>
<td>3/10/2021</td>
<td>M</td>
<td>100</td>
<td>A</td>
<td>28.56</td>
<td>2953</td>
</tr>
<tr>
<td>Restricted Stock Unit</td>
<td>3/10/2021</td>
<td>M</td>
<td>100</td>
<td>A</td>
<td>27.99</td>
<td>2958</td>
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<tr>
<td>Restricted Stock Unit</td>
<td>3/10/2021</td>
<td>M</td>
<td>100</td>
<td>A</td>
<td>28.56</td>
<td>2953</td>
</tr>
<tr>
<td>Stock Option (Right to Buy)</td>
<td>3/10/2021</td>
<td>M</td>
<td>100</td>
<td>A</td>
<td>29.21</td>
<td>3004</td>
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<tr>
<td>Stock Option (Right to Buy)</td>
<td>3/10/2021</td>
<td>M</td>
<td>100</td>
<td>A</td>
<td>28.56</td>
<td>2953</td>
</tr>
</tbody>
</table>

Explanation of Responses:

(1) Restricted stock units convert into common stock on a one-for-one basis.

(2) Represents the number of shares withheld by the Issuer in satisfaction of tax withholding obligations in connection with the vesting of the restricted stock units listed in Table II. Such withholding is mandated by an election of the Issuer made in advance and does not represent a discretionary trade by the Reporting Person.

(3) This transaction was effected pursuant to a Rule 10b5-1 trading plan adopted by Norman Gemmaro on November 2, 2020.

(4) 1/48th of the shares issuable pursuant to the restricted stock units shall vest each month after the vesting commencement date of January 15, 2019, subject to the Reporting Person's continuous service to the Issuer on each such date. Unvested shares are subject to acceleration upon the occurrence of certain events.

(5) 1/48th of the shares issuable pursuant to the restricted stock units shall vest each month after the vesting commencement date of February 15, 2020, subject to the Reporting Person's continuous service to the Issuer on each such date. Unvested shares are subject to acceleration upon the occurrence of certain events.

(6) 1/48th of the shares issuable pursuant to the restricted stock units shall vest each month after the vesting commencement date of December 15, 2020, subject to the Reporting Person's continuous service to the Issuer on each such date. Unvested shares are subject to acceleration upon the occurrence of certain events.

(7) 1/48th of the shares issuable pursuant to the restricted stock units shall vest one year after the vesting commencement date of January 15, 2019, and an additional 1/48th of the shares issuable pursuant to the restricted stock units shall vest each month thereafter, subject to the Reporting Person's continuous service to the Issuer on each such date. Unvested shares are subject to acceleration upon the occurrence of certain events.

(8) 1/48th of the shares issuable pursuant to the restricted stock units shall vest one year after the vesting commencement date of February 15, 2020, and an additional 1/48th of the shares issuable pursuant to the restricted stock units shall vest each month thereafter, subject to the Reporting Person's continuous service to the Issuer on each such date. Unvested shares are subject to acceleration upon the occurrence of certain events.

(9) 1/48th of the shares issuable pursuant to the restricted stock units shall vest one year after the vesting commencement date of December 15, 2020, and an additional 1/48th of the shares issuable pursuant to the restricted stock units shall vest each month thereafter, subject to the Reporting Person's continuous service to the Issuer on each such date. Unvested shares are subject to acceleration upon the occurrence of certain events.

Remarks:

Exhibit 24 - Power of Attorney

Reporting Owners

Reporting Owner Name / Address

Gemmaro Norman
989 MARKET STREET
SAN FRANCISCO, CA 94103

Relationship

President of Sales

Signatures

A/ Steven Chen via Power-of-Attorney for Norman Gemmaro

3/17/2021

Signature of Reporting Person

Date
LIMITED POWER OF ATTORNEY
The undersigned hereby constitutes and appoints each of Mikkel Svane, Shanti Ariker, John Geckke, Steven Chen, and Bradley C. Weber, signing singly, and with full power of substitution, the undersigned true and lawful attorney-in-fact to:
(i) execute for and on behalf of the undersigned, in the undersigned’s capacity as an officer and/or director of Zendesk, Inc., a Delaware corporation (the “Company”), from time to time the following U.S. Securities and Exchange Commission (SEC) forms: (i) Form ID, including any attached documents (such as Update Passphrase Authorization), to effect the assignment of codes to the undersigned to be used in the transmission of information to the SEC using the EDGAR System; (ii) Form 3, Initial Statement of Beneficial Ownership of Securities, including any attached documents; (iii) Form 4, Statement of Changes in Beneficial Ownership of Securities, including any attached documents; (iv) Form 5, Annual Statement of Beneficial Ownership of Securities in accordance with Section 16(a) of the Securities Exchange Act of 1934, as amended, and the rules thereunder, including any attached documents; (v) Schedules 13D and 13G; and (vi) amendments of each thereof, in accordance with the Securities Exchange Act of 1934, as amended, and the rules thereunder, including any attached documents;
(ii) do and perform any and all acts for and on behalf of the undersigned which may be necessary or desirable to complete and execute any such Form 3, 4 or 5, Schedule 13D or 13G, or any amendment(s) thereto, and timely file such form(s) with the SEC and any securities exchange, national association or similar authority; and
(iii) take any other action of any type whatsoever in connection with the foregoing which, in the opinion of such attorney-in-fact, may be of benefit to, in the best interest of, or legally required by, the undersigned, it being understood that the documents executed by such attorney-in-fact on behalf of the undersigned pursuant to this Power of Attorney shall be in such form and shall contain such terms and conditions as such attorney-in-fact may approve in such attorney-in-fact’s discretion.

The undersigned hereby grants to each such attorney-in-fact, acting singly, full power and authority to do and perform any and every act and thing whatsoever requisite, necessary or proper to be done in the exercise of any of the rights and powers herein granted, as fully to all intents and purposes as the undersigned might or could do if personally present, with full power of substitution or revocation, hereby ratifying and confirming all that such attorney-in-fact, or such attorney-in-fact’s substitute or substitutes, shall lawfully do or cause to be done by virtue of this Power of Attorney and the rights and powers herein granted. The undersigned acknowledges that the foregoing attorneys-in-fact, in serving in such capacity at the request of the undersigned, are not assuming, nor is the Company assuming, any of the undersigned’s responsibilities to comply with Section 16 or Regulation 13D-G of the Securities Exchange Act of 1934, as amended. The undersigned hereby agrees to indemnify the attorney-in-fact and the Company from and against any demand, damage, loss, cost or expense arising from any false or misleading information provided by the undersigned to the attorney-in-fact.

This Power of Attorney shall remain in full force and effect until the undersigned is no longer required to file such forms with respect to the undersigned’s holdings of and transactions in securities issued by the Company, unless earlier revoked by the undersigned in a signed writing delivered to the foregoing attorneys-in-fact. This Power of Attorney supersedes any prior power of attorney in connection with the undersigned’s capacity as an officer and/or director of the Company. This Power of Attorney shall expire as to any individual attorney-in-fact if such attorney-in-fact ceases to be an executive officer or employee of, or serve as outside counsel to, the Company.

IN WITNESS WHEREOF, the undersigned has caused this Power of Attorney to be executed as of February 23, 2021.

/s/ Norman Gennaro