Tanya Earles is Senior Vice President of Customer Success for Tebra, a leading cloud-based healthcare technology platform. With over 20 years in customer service and operations, Tanya is a transformation cultivator whose customer-centric approach drives business outcomes and company values. In her role at Tebra, she leads the customer engagement and experience team.

She has been instrumental in driving a customer centric culture and helping Tebra scale profitably through the launch of leading technology partners such as InContact, GainSight, and InMoment. She has direct responsibility for all post-sales customer success teams including, onboarding, data services and insights, customer experience, customer support, professional services, and Tebra Customer University.

Prior to the merger of Kareo and PatientPop to form Tebra in 2021, Tanya was Senior Vice President of Customer Success for Kareo for more than three years.

Before Kareo, Tanya worked for large corporations like Experian and Comcast. At Experian, she developed and led the integration and implementation of all new programs, products, and technologies into the customer engagement ecosystem including 2,000 employees and five to seven brick-and-mortar sites. At Comcast, she held a variety of senior positions, including leading the customer care department that served more than one million customers and had a staff of more than 1,500 employees.

Though Tanya understands the art of the possible, she’s a visionary who knows how to successfully create a high-performing team that delivers on that vision. With a keen focus on people, she understands that companies cannot accomplish goals without providing an environment where employees can thrive.

Tanya is a founding member of Chief, an organization which empowers women in executive leadership roles. Tanya is also a regular guest speaker on customer experience for Consero, which connects leaders in this function to discuss opportunities and challenges as they develop strategies for success.