

URL: <https://stvp.stanford.edu/clips/culture-rises-to-the-challenge>

Zoom founder and CEO Eric Yuan describes what it was like to lead the company as its users skyrocketed in March and April of 2020 due to COVID-19. A hardworking, dedicated company culture, he says, empowered the company to face new challenges and take advantage of the opportunities of that moment.



## Transcript

- [Man wearing a blue T-shirt] In March and in April, 00:00:03,880 when COVID was becoming, it was clear that this was gonna become the new normal and this pandemic was spreading.. Can you tell us what it was like inside of Zoom at that time or what it was like to be the CEO? - As I mentioned, right? 00:00:18,180 I added a more (indistinct) nice, right? It's not that easy.. On the one hand you know, every employer at Zoom, we were very excited.. - [Man wearing a blue T-shirt] Mhm.. 00:00:25,950 - It feel like many years of hard work 00:00:28,210 finally is, were well paid off.. Even my kids, the school, they can use the Zoom for online classes.. Your neighbor can talk about it, use Zoom for like a happy hour of honor, you've got class.. So you're very excited from that perspective.. Also at the same time, guess what, you know, you have to work harder.. Like because of the users, you know, in from all over the world, you have the added capacity, you got to embrace a lot of new use cases, in the privacy chatting in for consumers that were definite user base, (indistinct) and plus, you know, and you know you need to make sure your internal process not broken, right? And you know, it's not that easy behind the scene but a good news, our investment on the company, culture and value, you know, in this critical time looking back, I think this is something I think we, I feel very proud..

- [Man wearing a blue T-shirt] Yeah.. 00:01:20,690 - No employee that is humanly comprehend.. 00:01:22,130 They all worked very hard.. They all want to leverage this opportunity.. Be forever that Zoom to become a better company.. And it will have people stay connected...