

Services & Support Leadership

Global leadership driving excellence across Support, Services, and Enablement.

Our Services & Support leadership team brings together regional Support Leads alongside heads of Implementation, Professional Development, and Services - all under the guidance of our Global Director. Together, they ensure consistent quality, innovation, and a shared commitment to helping every school succeed across all Faria products and regions.

Customer Support

Jane Hsiao

Head of Support,
Asia-Pacific



Xuqi Wu

Head of Support,
China



Lamine Toumi

Head of Support,
EMEA



Darby Cave

Head of Support,
Americas



Professional Services

Riley

Washington

Global Head of
Implementation



Lianne

Petrocelli

Global Head of
Services



Kelby Zenor

Director,
Professional
Development



Kieran Tully

Global Director,
Services &
Support



 **FariaSupport is local where it matters, global where it counts.**

Guided by our values of **Care, Curiosity, Clarity and Courage**, our regional teams partner with your school every step of the way - ensuring your long-term success.