

Ian Bergin

Customer Services Champion with Cloud Experience

W: <http://www.worky.com/ian-bergin>

I am a dynamic, knowledgeable, motivated & experienced Customer Services Champion and Managed Services professional, with over 15 years experience mainly in the Telecoms, Internet and Managed Services sectors, working for Industry leading companies such as AOL, Eircom, Irish Broadband, Hosting365, SunGard Availability Services and now Digital Mines.

Proven success in customer service delivery and excellence, customer communication and management, with experience across business areas of pre and post-sales, customer support, customer service management, sales, finance, marketing, systems development and management, and internal/external training.

Results & customer service orientated, with a strong business acumen.

Ian Bergin's Professional Experience

2011 - Present **WebCore - Guest Blogger**

2011 - Present **Manpower Ireland - Team Lead at Google**

2011 - Present **7Twenty Media - Creative Director**

2011 - Present **Freelance Technology Writer - independent operator**

2011 - 2011 **Digital Mines - Cloud Sales Consultant**

2011 - Present **Freelance Technology Writer - independent operator**

2010 - 2011 **SunGard Availability Services Ireland - Customer Accounts Manager**

1997 - Present **Acrylic Design & Fabrication Company Ltd - Director**

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2007 - 2010 **Hosting365 - Customer Accounts Manager**

2006 - 2007 **Irish Broadband - Customer Care Team Leader**

2005 - 2007 **2Untouchable Entertainment - Founder / Executive Producer**

2002 - 2007 **HoodStars Magazine - Editor In Chief**

2006 - 2006 **Total Butler UK - Regional Business Development Executive**

2005 - 2006 **eircom - Web Development & Customer Support Systems Specialist**

2004 - 2005 **eircom - Residential Technical Support Team Leader**

2001 - 2004 **F1Factor / F1NewsToday - Co-Founder**

1999 - 2004 **eircom - Residential Technical Support Analyst**

1999 - 1999 **Indigo Internet Services - Technical Support Agent**

1998 - 1999 **AOL Broadband - Technical Support Agent**

Ian Bergin's Education and Qualifications

1999 **Bachelor/Degree - , Information Technology with Business & French
Institute of Technology, Tallaght**

Ian Bergin's Additional Information

Links

Blog - <http://www.cloudedissues.com>

LinkedIn Profile - <http://www.linkedin.com/pub/ian-bergin/26/b00/266>

Worky Profile - <http://www.worky.com/ian-bergin>

Twitter Page - <http://TheIanFella>

Interests

Rugby, Videoblogging, Snowboarding, Social Media, Cloud Computing, Web Development, Multimedia Development, Consultancy

Awards

VMWare VSP Sales Professional

Certificate in I.T. Business & Languages
