

Energy experts prioritise customer service with new appointment

Leading national energy broker Bergen Energi has strengthened its customer service team by appointing a new dedicated Customer Support for the UK.

Caryl Jones, 24, from Chapel Allerton in Leeds brings 3 years of b2b customer relationship management experience to the company having previously worked in similar roles within the legal services and utilities industries.

Ms Jones, who will be based out of the Leeds office at Thorpe Park, was most recently a Senior Sales Administrator for Total Gas and Power, providing a variety of customer service support and administrative functions to key consultants and customers.

Her new role at Bergen Energi will involve being the first point of contact for the energy expert s UK and international clients, handling of all customer requests and analysing supplier contract evaluations and negotiations.

Caryl Jones said: I am very excited to be working for such a dynamic firm. Within my first few weeks I have already witnessed Bergen Energi s core values willpower, honesty and warmth being practiced both internally and towards our highly valued customers.

We strive to offer our customers transparent, independent advice and to keep them up to date with expert market analysis and insights on a truly pan-European basis.

I ve been very impressed by the determination of the team to ensure they are securing customers the best and most cost effective energy contracts in the industry.

Bergen Energi UK Vice President Richard Southgate said: We are very pleased to welcome Caryl to the UK team. She brings with her a wealth of gas industry and high level customer and colleague support experience, which will be of great benefit to all our customers.

Her appointment follows a major investment by the company in a customer satisfaction and new business development survey to ensure that we are always keeping our customers at the forefront of everything we do.

Caryl will play a central part in maintaining and improving on the high benchmarks we have set ourselves. This marks a very exciting period of growth for us.

Caryl Jones continued: I hope to contribute to the high level of customer service already in place here at Bergen Energi and am certain I will continue to gain valuable knowledge working at this exciting organisation and in this forever evolving industry.

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