



NAME: Tracy Tierney

TITLE: Case Manager

PRACTICE AREA: Mediation, Investigation, Research and note-taking

EDUCATION: Certified Member of the Mediator's Institute of Ireland, PGE Honours Post Graduate Diploma in Education, BA Honours Natural Science, Diploma Business Studies, JEB Diploma in Teaching Information Technology

PROFILE: Tracy is experienced in a range of multinational and public sector organisations including I.T., education, telecommunications, healthcare and many Local Authorities as well as smaller, privately owned businesses across a wide range of sectors.

With over ten years employment in the field of business development for influential I.T. firms including Oracle, Bowne Global Solutions (now Lionbridge), WBT Systems and Gateway, Tracy gained extensive experience of mentoring new employees and discovered her skill and passion for teaching and training. This led Tracy to further advance her skillset completing a Post Graduate Diploma in Higher Education. Since 2000, Tracy has trained for FAS (Information Technology and Business Administration) and has taught Geography and Information Technology at secondary schools.

For the last six years, Tracy has worked extensively in the area of workplace bullying and now works full-time in the area of conflict resolution providing key services including investigation, report writing, case management and note taking. Tracy has also recently added to her skills and expertise in this area by completing a Certificate in Mediation studies with the Institute of Public Administration (IPA).