

Caitlin Baker

CONTACT INFORMATION

E-mail: caitbaker@gmail.com Address: Dublin City Centre, Ireland
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GitHub: github.com/caitbaker

LANGUAGE SKILLS Fluent in English, Portuguese and Spanish.

COMPUTER SKILLS

Microsoft Office, LaTeX, SAP, Oracle and Salesforce.com.

EDUCATION

Dalarna University, Borlange, Sweden

Master of Arts (MA), Tourism Destination Development **2013 – 2014**

Escola Superior de Tecnologia e Gestao, IPVC, Viana do Castelo, Portugal

BA in Tourism **2004 – 2008**

PROFESSIONAL EXPERIENCE

FanFootage, Dublin, Ireland

Event Coordinator Intern

September 2014 – Present

Organising sales pipeline by centralising and standardising artist reach-outs.

Produce shows within FanFootage as they happen. This involves communicating with various stakeholders.

Approving videos for use in various events.

Reaching out to various artists to understand their needs/restrictions at events.

Nexeo Solutions Central Office Europe, Barcelona, Spain

Customer Service Representative

June 2012 – June 2013

Back office management and support for Portuguese sales team.

Inputting orders into SAP, attention to detail when introducing quantity and pricing.

Printing invoices and confirming delivery dates.

Management of customers' e-mails, faxes and phone calls.

Hotusa Hotels S.A., Barcelona, Spain

Hotel Reservations Agent

December 2011 – February 2012

Reserving accommodation for clients and agencies via telephone and e-mail.

Answering inquiries pertaining to hotel services, B2B and B2C.

Luxottica Iberia S.A., Barcelona, Spain

Call Centre Agent

July 2011 – November 2011

Customer service B2B through phone, e-mail and fax.

Inputting orders and resolving problems.

Groundforce, Barcelona, Spain

Check-in Agent

January 2011 – May 2011

Passenger and baggage check-in.

Passenger boarding.

Customer service.

Cirque Du Soleil, Barcelona, Spain

Usher

November 2010 – January 2011

Greeting attendees and seating them.

Answering queries in regards to the show.

Problem solving.

Ryanair LTD, Stansted Airport, United Kingdom

Cabin Crew

September 2009 – March 2010

Passenger service.

Operational and security processes.

Problem solving.

On board sales.

HOBBIES Reading, travelling, hiking, researching, spending time with friends, listening to music and dancing.

REFERENCES Available on request.