

# Caitlin Baker

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## CONTACT INFORMATION

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LANGUAGE SKILLS    Fluent in English, Portuguese and Spanish.

## INNOVATIVE STARTUPS

The JiTT apps by iClio. They are audio guides with a difference, all the content is researched before writing the scripts. There is always inaccurate information passed on to tourists when visiting a city or country and they are tackling this.

The Ticket Fairy is another startup which I believe will be big in the next year. They are a ticket sales, marketing and rewards company for concerts, festivals and art events. We need another company in the world that will compete with Ticketmaster and not charge us high booking fees.

Umoove is another startup which we should keep looking out for in 2015. They created a face and eye interaction technology which can help kids and adults with various types of concentration problems and extreme physical limitations.

For me these are the startups that will continue to impact in 2015.

## PROFESSIONAL OBJECTIVES

My main skillset lies within research, planning, marketing and customer service. I thrive to improve on these with each new career choice.

My motto in life is that there is always a solution to any problem, "this can't be done" does not exist.

I am a fast problem solver and have an ability to learn new skills in a short period of time as proven by having successfully moved to multiple countries to live, work and study. I am relentlessly resourceful and I am currently learning how to code, as I see technology being at the centre of interesting new developments within my chosen areas of interest.

I am a very communicative person and like teamwork but also work well alone, as you can see in my experience below.

## 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.

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.

COMPUTER  
SKILLS

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

HOBBIES

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

REFERENCES

Available on request.