

Caitlin Baker

CONTACT INFORMATION E-mail: caitbaker@gmail.com Address: Dublin, Ireland
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LANGUAGE SKILLS Fluent in English, Portuguese and Spanish.

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

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 been 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 **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.

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 and Salesforce.com.

HOBBIES

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

REFERENCES

Available on request.