

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

Bulgari Ireland, Dublin, Ireland

Customer Service Representative **March 2015 – Present**

- Manage customer orders (entering in system, availability and price).
- Interaction with the Credit team to release orders.
- Respond to customer queries and resolve any issues that may come up.
- Continuous communication with other departments.

FanFootage, Dublin, Ireland

Event Coordinator Internship **September 2014 – February 2015**

- 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.
- Business development
- Back-up for Spanish and Reception/Office Administration

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.