

# Caitlin Baker

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CONTACT INFORMATION      E-mail: [caitbaker@gmail.com](mailto:caitbaker@gmail.com)      Address: Dublin, Ireland  
Phone: +353 834777864  
GitHub: [github.com/caitbaker](https://github.com/caitbaker)

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*      **Ongoing**  
**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, C2B and C2C.

**Luxottica Iberica 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 SFDC.

HOBBIES

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

REFEREES

Available on request.