

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 goal is to work in the tourism industry to better develop my skills. Fast problem solver and an ability to learn new skills in a short period of time.
As a result of my personal experience of relocating to different countries to live, work and study, I can easily adapt to new circumstances and I organize well. I am a very communicative person and like to teamwork but also work well alone.

EDUCATION **Dalarna University**, Borlange, Sweden
Master in 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**
Reversing 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.