

# Caitlin Baker

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CONTACT INFORMATION      E-mail: [caitbaker@gmail.com](mailto:caitbaker@gmail.com)      Address: Dublin, Ireland  
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GitHub: [github.com/caitbaker](https://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 B2B customer orders.
- Respond to customer queries and resolve possible issues.
- 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.