

NATHANIEL BAKER

Calgary, AB T2N4K9

639-998-4693 - nathanieljrbaker@gmail.com

LINKEDIN

<https://www.linkedin.com/in/nathaniel-baker-ab3194151/>

PROFESSIONAL SUMMARY

Dynamic travel and operations leader with over 15 years of cross-industry experience spanning travel, hospitality, finance, and retail. Proven track record managing complex travel logistics, including fly-in fly-out (FIFO) rotations, vendor contract oversight, and high-volume event coordination for remote-site and corporate clients. Known for a proactive, detail-driven approach to problem-solving, with hands-on experience in data analysis, system implementation, and continuous improvement initiatives. Adept at leading cross-functional collaboration, resolving high-pressure disruptions, and fostering a culture of accountability and service excellence.

WORK HISTORY

Client Success and Onboarding Manager

Elite Travel Management - 01/2025 to Present

- Coordinated fly-in fly-out (FIFO) crew rotations for up to 100 travelers across multiple oil & gas and mining operations, ensuring seamless scheduling and logistics.
- Led vendor vetting and contract tendering for Elite's highest-value client, overseeing a \$1.2M Meetings and Events portfolio including accommodations, flights, entertainment and catering, ground transportation, and private charters.
- Monitored operations and analyzed data to ensure cost control, service quality, and compliance with client requirements and internal standards.
- Resolved travel disruptions with professionalism and urgency, acting as an escalation point to maintain business continuity.
- Implemented and optimized onboarding and travel systems (OBT/TPP), improving efficiency across new and existing accounts.
- Drafted and managed client service agreements (CTSAs) up to \$25m and supported the development of RFPs to align vendor services with performance expectations.
- Facilitated EOS (Entrepreneurial Operating System) meetings and internal coordination to drive cross-departmental project execution.
- Provided informal team leadership and training during peak demand periods, fostering a culture of accountability and service excellence.

Business Travel Manager

Travel Edge - 08/2022 to 08/2024

- Coordinate routine and complex domestic and international business travel arrangements, including air, car, hotel, limousine, and rail.
- Maintain strong relationships and provide high touch service to clients, including C-suite executives.
- Utilize advanced Sabre skills to manage bookings end to end including and not limited to manual exchanges, convert base fare currencies for credit use, and utilize snap and tour codes.
- Leverage relationships with suppliers to resolve travel-related issues efficiently.

Lead Travel Designer

Travel Edge - 01/2022 to 08/2022

- Collaborated with luxury clients to design bespoke travel itineraries tailored to individual preferences and needs.
- Provided leadership and support to a team of Travel Designers, encouraging a solution-focused team culture.
- Managed industry relationships with luxury suppliers and representatives.

Flights Marketplace Team Lead

Hopper - 01/2021 to 09/2021

- Drove team performance through coaching and feedback to enhance service levels and operational efficiency.
- Monitored team performance and escalation processes, ensuring high standards of customer care and user satisfaction.
- Collaborated with cross-functional stakeholders to optimize processes and improve user experience.

Business Travel Manager

Flight Centre Travel Group - 03/2020 to 10/2020

- Managed corporate accounts, delivering superior travel solutions and proactive cost-saving strategies.
- Leveraged time-management skills to handle urgent inquiries effectively and accurately.
- Collaborated with business development managers to drive new business growth and lead generation efforts.

Assistant Team Leader

Flight Centre Travel Group - 03/2019 to 03/2020

- Supported a team of travel consultants, optimizing schedules and driving revenue growth through strategic marketing initiatives.
- Conducted sales and service coaching sessions to maintain service standards and performance goals.
- Cultivated key B2B relationships with industry suppliers to strengthen partnerships and client offerings.

Travel Manager

Flight Centre Travel Group - 09/2016 to 03/2019

- Provided expert travel recommendations to clients based on their needs and budget constraints.
- Managed end-to-end travel planning for domestic and international trips, ensuring client support throughout their journey.
- Maintained high levels of client satisfaction and personalized service delivery.

ACCOMPLISHMENTS

- Won a company Value Award within the first month of my role as a Business Travel Manager. (Travel Edge)
- Average 125k sales/month on track to achieving 1.8M in sales in 2024 as a personal best. (Travel Edge)
- Achieved above 90% positive customer feedback for my service team at Hopper by the end of Q3 in 2021. (Hopper)
- Lead 40% of team members to secure promotions within 6-8 months (Hopper)
- Won new corporate business totaling \$325,000 during an economic downturn during COVID (Flight Centre)
- Cultivated strong B2B relationships in a BNI chapter to market the agency and generate upwards of \$100,000 in sales from networking in a fiscal year. (Flight Centre)
- Qualified for the 2017 Global Ball and won top New Consultant in 2016. (Flight Centre)

EDUCATION

06/2010 **High School Diploma**

Holy Cross High School - Saskatoon, SK

CONTINUING EDUCATION

2019 - Principals of Management, NAIT

REFERENCES

Joanna Haldane - Team Lead Travel Edge Retail 306 341 9111

Andrew Barclay - Andrew Barclay Leadership Coaching 306 717 2744

Nadia Muhieddine - Service Manager Hopper 403 831 6237