

Gaëtan NERINCX

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Customer Service / Trip Leader / Photographer

- 4-year experience as a **freelance photographer and videographer**
- Charismatic, high-end **active vacations trip leader** for Backroads, a leading active travel company
- **BILINGUAL** French-English, both in speech and writing
- **Outstanding interpersonal skills**, passionate, creative, motivated, serious, energetic, positive
- **Team player** who works well under pressure.

Relevant Professional experience

Bilingual Multimedia Content Agent

May 2014 - Now

Yellow Pages – Burnaby, BC

- I am responsible for gathering content from small business owners across Canada for us to make their website and promotional videos either through phone interviews or by email.

Bilingual Customer Service Analyst

December 2013 – April 2014

Sage Software – Vancouver, BC

- I answered customer's calls and emails regarding the use of their software, from registration to basic technical support, consistently scoring high in customer satisfaction.

International coordinator / website coordinator

2013 - Now

Biofeedback Federation of Europe (based in Montreal - online part-time work)

- I used to coordinate the expansion of the federation in French-speaking areas of the world and I was responsible for training new recruits. I am still responsible for maintaining the different country websites, reporting directly to the Program Director.

Trip leader on active vacations (biking, hiking)

2012

Backroads (based in California, worked in France and Spain)

(6 months)

- I led high-end 6 days biking or hiking trips around France and Catalonia during the 2012 summer season for Backroads, based in California.

Other Professional experience

Freelance photographer / photojournalist / videographer

2010-2013

- Founding member of *Collectif Huma* - 4 Belgian photographers working on documentary reportages focusing on social issues - (www.collectifhuma.com)
- Contributor at *Le Vif/L'Express* (Main French-speaking Belgian weekly news magazine)

- Corporate clients include: *Zetes Industries*, *International Trade Union Confederation (ITUC)*, the Belgian political party *Ecolo*, French-speaking organizations in Vancouver, but also a variety of Belgian music bands such as *Lucy Lucy*, *Sonnfjord* and *Too Much and the White Nots*
- Corporate videos for Belgian political party *Ecolo*, Belgian non-profit *Habitat et Humanisme* as well as music videos.

Volunteer photographer in a Montreal NGO working on cultural and social inclusion **2013**
Exeko – Montreal, QC (5 months)

Volunteer in a small Belgian non-profit helping women and children in India **2010-2011**
 (photographer, videographer, editor) (6 months)
A Way With You – Pondicherry, India

Academic Background

Master degree in journalism **2010**
 Major in photojournalism and magazine press
 With honours
IHECS - Institut des Hautes Etudes des Communications Sociales, Brussels, Belgium

Photojournalism training (Erasmus European exchange program) **August-December 2007**
 At the *Danish School of Media and Journalism*
 Århus, Denmark

Bachelor degree in Applied Communications **2008**
 Major in Press and Information
IHECS - Institut des Hautes Etudes des Communications Sociales, Brussels, Belgium

1-year **Film/TV studies** **2004-2005**
IAD – Institut des Arts de Diffusion – Louvain-la-Neuve – Belgium

1-year **AFS intercultural exchange** in a local high school **2003-2004**
Rangitoto College – Auckland – New-Zealand

Languages

French: mother tongue
Dutch: conversant

English: fluent in both speech and writing
Spanish: basic knowledge

Specific skills and interests

- Very good computer skills (Mac, PC, Office) – quick learner
- Very good photo and video editing skills (Photoshop, Lightroom, Final Cut Pro)
- Commercial Driver's licence
- Trip leading bike mechanics
- I love to travel and meet people. I have travelled to countless places but I have lived for longer stretches of time in Belgium, New Zealand, Denmark, India, France and Canada.
- Music: I sing, play the guitar and some piano.
- I love to learn and try new things.

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