



Mehwish Shaikh

Senior Travel Consultant

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Languages

- Urdu
- Marathi
- Arabic
- English
- Hindi

About

With a solid background in retail and customer service at Primark Bournemouth, I specialise in ensuring exceptional shopping experiences. Trained in Replan, Till, and fitting room operations, I thrive in fast-paced environments and am adaptable to various retail roles. Fluent in English with basic knowledge of Urdu, Marathi, Arabic, and Hindi.

BRANDS WORKED WITH

- Angela Shanley Associates
- Primark Bournemouth
- Swift Holidays & Cruises (Swift Vacations)
- TIERRA TOURS AND TRAVELS PRIVATE LIMITED

Experience



- Reservation Consultant**
Angela Shanley Associates | Jun 2023 - Now
Destination Management company for UK & Ireland
Efficiently manage reservations for Agents, considering their requirements and budgetary constraints. Assist in planning travel itineraries, recommending local attractions. Handle payment processing and send confirmation details to customers. Address and resolve any issues with bookings. Respond to customer queries about the reservation process. Support agents in modifying or canceling reservations. Proficient in reservation systems like Tourplan, collaborate with Business Development Manager for program and rate quotes. Expert in hotel and service reservations, maintaining strong supplier relationships. Willingly engage in emergency backup services and perform directed administrative tasks.
- Retail Assistant**
Primark Bournemouth | Mar 2022 - Mar 2023
Ensure the cleanliness and organization of the store is consistently maintained. Provide exceptional customer service to enhance the overall shopping experience. Specialized training in Replan, Till, and fitting room operations for efficient and effective performance.
Work experience
- Senior Travel Consultant**
Swift Holidays & Cruises (Swift Vacations) | Jun 2019 - Dec 2021
Respond to international price quotation requests using automated systems for both domestic and international itineraries, escalating to the rate desk when necessary. Manage and update client profiles, ensuring accuracy of special requests and reward program details. Possess knowledge of international destinations. Work independently, exercising discretion and judgment. Handle multiple tasks, adapt to changing priorities, and maintain a positive company image with external contacts. Sustain work volume and quality at par with peers. Implement cost-effective and efficient processes in managing responsibilities. Demonstrate personal and organizational integrity. Foster positive relationships with clients and coworkers, building trust and loyalty.
- Travel Operation Executive**
TIERRA TOURS AND TRAVELS PRIVATE LIMITED | Feb 2016 - May 2019
Efficiently managed a high volume of outbound customer calls. Assisted luxury clients in making travel arrangements. Executed professional, accurate, and cost-effective travel plans while delivering excellent customer service. Booked international reservations for air travel, cruises, hotels, and tours, collaborating with suppliers to secure optimal commissions. Resolved product or service issues by understanding customer complaints, identifying root causes, and providing timely and effective solutions.

Education & Training

- 2022 - 2024 ● **Bournemouth University**
Msc in Tourism Marketing Management,
- 2009 - 2013 ● **GURU NANAK COLLEGE OF ARTS SCIENCE AND COMMERCE**
Bachelor of Commerce,