

# Himeshni Naidoo

Travel Agent



## Personal details

**Name**  
Himeshni Naidoo

**Email address**  
himinaidoo11@gmail.com

**Phone number**  
065 635 1791

**Address**  
Durban, Kwazulu-Natal

**Date of birth**  
21 July 2001

**Driving licence**  
Code B

**Gender**  
Female

**Nationality**  
South African

## Education

**Bachelor's Degree In International Relations**  
**2021 - 2024**  
University of South Africa  
Specializing in International Politics, GPA 3.5-4.0

## Languages

English ●●●●●

Mandarin ●●●●●

## Profile

I am a dynamic and analytically minded travel agent based in Durban, KwaZulu-Natal. Fluent in English and Mandarin, I bring a unique blend of academic expertise in International Relations and hands-on experience in the travel and cultural exchange sectors. My educational journey includes a Bachelor's Degree in International Relations from the University of South Africa (2021–2024), where I specialized in international politics and developed strong analytical and cross-cultural communication skills.

I excel at navigating complex logistics, creating tailored travel solutions, and building meaningful relationships with clients and industry stakeholders. My professional background includes my role as a travel agent at Shisa Travels and Tours, where I crafted personalized itineraries, managed client needs, and handled visa applications with a 100% success rate. Additionally, my time as a cultural exchange au pair in the USA helped me hone my adaptability, problem-solving skills, and ability to cultivate strong relationships in diverse environments.

With a solid foundation in administrative coordination, financial management, and leadership, I am committed to delivering exceptional service, resolving challenges efficiently, and achieving organizational goals. Passionate about international affairs and cultural connection, I strive to leverage my education, experiences, and skills to excel in the travel and tourism industry while fostering global understanding and collaboration.

## Employment

Travel Agent	May 2024 - Present
Shisa Travels and Tours, Durban, South Africa	
<ul style="list-style-type: none"><li>• <b>Create Customized Itineraries:</b> Collaborated closely with clients to understand their travel preferences and requirements, crafting personalized itineraries that included detailed flight arrangements, hotel bookings, and transportation services. Ensured all travel plans aligned with client expectations and provided recommendations for activities and destinations to enhance their experiences.</li><li>• <b>Manage Client Bookings, Payments, and Travel Documents:</b> Oversaw the complete booking process, ensuring accuracy and timeliness in securing reservations for flights, accommodations, and excursions. Managed payment schedules, issued invoices, and ensured timely collection of fees. Verified and prepared essential travel documents, such as tickets, confirmations, and itineraries, to ensure clients were fully equipped for their journeys.</li><li>• <b>Stay Up-to-Date on Industry Developments:</b> Regularly monitored trends and changes in the travel industry, including airline policies, visa regulations, and emerging travel destinations. Utilized this knowledge to provide accurate advice and updated recommendations to clients, ensuring compliance with all necessary travel protocols.</li><li>• <b>Build Strong Relationships with Suppliers and Partners:</b> Maintained and nurtured relationships with travel suppliers, including airlines, hotels, and transportation providers, to secure competitive rates and exclusive benefits for clients. Worked collaboratively to resolve issues and negotiate terms that enhanced the overall client experience.</li><li>• <b>Handle Visa Applications for International Travel:</b> Assisted clients in navigating the visa application process, ensuring all forms and documentation were accurately completed and submitted on time. Conducted thorough reviews of application requirements and provided guidance to clients. Successfully managed and processed five international visa applications, achieving a 100% approval rate.</li></ul>	

I consent to the processing of my personal data for the purpose of recruitment for the position to which I am applying.

## Skills

- Multilingual Communication
- Travel Planning and Coordination
- Industry Knowledge
- Client Relationship Management
- Educational Strategy Development
- Behavior Management
- Problem-Solving and Adaptability
- Communication and Writing
- Administrative Support
- Social Media Management
- Organizational and Time Management
- Leadership and Teamwork
- Customer Service and Client Support

## References

References available upon request.

### Cultural Exchange Au Pair

Feb 2022 - Mar 2024

Culture Care, Philadelphia, USA

- Enforced Rules and Managed Behavior Through Developmentally Appropriate Discipline: Established clear and consistent guidelines for children's behavior, applying positive reinforcement techniques and age-appropriate discipline strategies. Ensured that children understood expectations and were encouraged to respect household rules, fostering an environment of mutual respect. Used patience and understanding to manage behavior, ensuring it aligned with developmental milestones and the family's values.
- Created and Implemented Diverse Educational Strategies to Boost Development: Developed and implemented a variety of educational activities tailored to the children's individual learning styles and developmental stages. Activities included interactive lessons, games, and creative exercises designed to promote cognitive, emotional, and social growth. Focused on both structured and play-based learning, ensuring the children were stimulated and engaged while acquiring new skills.
- Observed Play Activities to Identify Positive Behaviors and Areas in Need of Improvement: Regularly monitored and documented the children's play activities to identify key behavioral patterns and areas requiring improvement. Used these observations to guide children's interactions, promoting positive social behaviors such as sharing, empathy, and communication. Where needed, applied gentle redirection strategies to guide behavior, helping children to learn more appropriate ways to express themselves and interact with peers.
- Developed Transferable Strengths: Although my experience as an au pair may seem less directly relevant to some roles, it has allowed me to develop several transferable skills, such as:
- Adaptability: Adjusting to different family dynamics and environments, learning to be flexible in meeting the unique needs of each child.
- Maturity: Managing responsibilities with professionalism and ensuring the well-being of children in my care.
- The Ability to Cultivate Relationships: Building strong, trust-based relationships with children and their families, adapting communication styles to meet their individual needs.
- Problem-Solving Skills: Addressing and resolving challenges that arose, whether related to behavior, learning, or adapting to cultural differences.

### Administrative Co-Ordinator

Jan 2021 - Jan 2022

BK Moldings (PTY) LTD, Durban, South Africa

- Prepared Communications (Memos, Emails, Invoices, Reports, and Other Correspondence): Drafted and proofread various forms of written communication, including memos, professional emails, invoices, and comprehensive reports. Ensured that all correspondence was clear, concise, and aligned with the company's tone and standards. Delivered important updates and information to both internal and external stakeholders, maintaining a high level of professionalism and attention to detail.
- Coordinated Shipping and Maintained Customer Relations for a Busy Manufacturing Firm: Managed the logistics of shipping and ensured timely delivery of products to customers. This included liaising with suppliers, coordinating with the logistics team, and tracking shipments to guarantee smooth processes. Maintained strong relationships with customers by addressing inquiries, resolving issues, and ensuring they were satisfied with the service and product delivery. Focused on providing exceptional customer service to enhance client retention and brand loyalty.
- Managed Executive Calendars, Strategically Coordinating Meetings, Appointments, Events, and Travel Arrangements: Oversaw the schedules of senior executives, ensuring that appointments, meetings, and events were effectively coordinated and prioritized. This included scheduling and confirming meetings, managing conflicting appointments, and making necessary adjustments. I also handled the logistics of travel arrangements, including booking flights, accommodations, and transportation, to ensure smooth business trips and that executives had all necessary resources for their engagements.
- Managed Social Media Platform, Resulting in a 25% Engagement Increase: Took charge of the company's social media presence, curating content, engaging with followers, and developing strategies to increase online visibility and engagement. Monitored and analyzed performance metrics, adjusting strategies to maximize reach and engagement. Through my efforts, I successfully increased the company's social media engagement by 25%, strengthening its online presence and fostering deeper connections with the audience.

### Intern during School Holidays

2018 - 2020

Shisa Travels

I consent to the processing of my personal data for the purpose of recruitment for the position to which I am applying.