

Abraham Paul Jaison

Highly adaptable and empathetic Master's student in Artificial Intelligence and Machine Learning, seeking a Case Manager role at Lutheran Care. With experience in client-facing roles and a strong understanding of data-driven insights, I am committed to providing client-led support and contributing to a positive community impact. Eager to apply my analytical and problem-solving skills to support individuals facing homelessness and contribute to the organization's mission of changing lives and building communities.

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Education

The University of Adelaide

Master of Artificial Intelligence and Machine Learning Feb 2025 – Nov 2026

Rajagiri Christu Jayanthi Public School

Year 10 Equivalent (India) Jun 2015 – Apr 2016

Overall GPA: 95.00%

Rajagiri Christu Jayanthi Public School

Year 12 Equivalent (India) Jun 2017 – Apr 2018

Overall GPA: 88.00%

Rajagiri School of Engineering and Technology

Bachelor of Technology in Electronics and Communication Jun 2018 – Apr 2022

Overall GPA: 74.70%

Experience

AHS Hospitality, Holiday Inn Express Adelaide City Centre

Room Attendant Mar 2025 – Present

- Interacted with guests daily, providing assistance and responding to requests effectively.
- Maintained a clean and safe environment for guests, demonstrating attention to detail and adherence to safety standards.
- Worked efficiently in a fast-paced environment, prioritizing tasks to meet deadlines.

HomeStyle Essentials

Sales Associate Aug 2024 – Jan 2025

- Assisted customers with questions and provided product recommendations, demonstrating active listening and empathy.
- Tracked sales and inventory data to identify trends and improve sales strategies, demonstrating analytical skills.
- Resolved customer complaints and ensured customer satisfaction, showcasing conflict resolution skills.

Gadgeon Smart Systems

Data Analyst Jun 2023 – Dec 2023

- Worked on data visualization and insights generation to drive business value, demonstrating analytical skills and attention to detail.
- Used Power BI for creating dashboards and analyzing trends, showcasing proficiency in data analysis tools.
- Extracted insights from data to inform decision-making, contributing to improved organizational outcomes.

Soft Skills

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| • Advocacy | • Crisis Support | • Problem-Solving |
| • Time Management | • Customer Service | • Active Listening |
| • Positive Attitude | • Helping Colleagues | • Conflict Resolution |
| • Empathy and Patience | • Interpersonal Skills | • Numerical Proficiency |
| • Working Under Pressure | • Friendly and Approachable | • Teamwork and Collaboration |
| • Strong Verbal Communication | | • Adaptability to Different Roles |

Technical Skills

- Excel
- Power Platform
- Data-Driven Insights

- Power BI
- IT Proficiency
- Case Management Systems

- Data Analysis
- Dashboard Creation
- Data Cleaning & Preprocessing