

Abraham Paul Jaison

Enthusiastic and adaptable Master's student with a strong customer service background and proven ability to thrive in fast-paced environments. Seeking a Customer Care Officer, Café Attendant & Program Assistant role at St Clair Recreation Centre, leveraging my retail, hospitality, and technical skills to deliver exceptional service and contribute to the community's well-being. Eager to utilize my cash handling, customer service, and problem-solving abilities to ensure a positive experience for all members and guests. Available to work any shift on all days.

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📍 184 Walkerville Terrace, Walkerville SA 5081. Australia

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

- Maintained high standards of cleanliness while working at a fast pace.
- Ensured guest satisfaction through efficient and thorough service.
- Demonstrated adaptability and attention to detail in a demanding environment.

HomeStyle Essentials

Sales Associate

Aug 2024 – Jan 2025

- Provided exceptional customer service, addressing inquiries and offering product recommendations.
- Operated the cash register efficiently and accurately.
- Tracked sales and inventory data, contributing to improved sales strategies.
- Assisted in receiving and storing deliveries, maintaining organized stock levels.

Albin's Glory

Kitchen Hand & Waitstaff

Jan 2024 – Jun 2024

- Assisted in food preparation and plated dishes with attention to detail.
- Served guests promptly, addressing questions about the menu and providing recommendations.
- Maintained cleanliness and hygiene in the kitchen and dining areas.

Gadgeon Smart Systems

Junior Bookkeeper

Dec 2023 – Aug 2024

- Gained hands-on experience with accounts software, including creating invoices, managing bills, and performing bank reconciliations.
- Maintained accurate customer/supplier records to support financial decision-making.

Data Analyst

Jun 2023 – Dec 2023

- Worked on data visualization and insights generation to drive business value.
- Used Power BI for creating dashboards and analyzing trends.

Test Engineer

Aug 2022 – May 2023

- Worked on manual and automation testing for Position Logic, a GPS tracking software.
- Automated more than 50 test cases, significantly reducing testing time and allowing the team to focus more on critical feature testing.

Soft Skills

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|------------------------------|-------------------------|-------------------------------|
| • Adaptability | • Cash Handling | • Time Management |
| • Problem-Solving | • Customer Service | • Active Listening |
| • Positive Attitude | • Conflict Resolution | • Empathy and Patience |
| • Interpersonal Skills | • Numerical Proficiency | • Friendly and Approachable |
| • Teamwork and Collaboration | | • Strong Verbal Communication |

Technical Skills

- | | | |
|---------------------------------|-----------------------------|------------------------------|
| • SQL | • Jira | • Java |
| • Excel | • Python | • Postman |
| • Power BI | • AI Tools | • Testrail |
| • Selenium | • Compliance | • Playwright |
| • POS Operation | • Food Handling | • Data Analytics |
| • Hygiene Standards | • Product Knowledge | • Restocking Shelves |
| • Dashboard Creation | • Inventory Management | • Basic Sales & Upselling |
| • Stock Receiving & Storage | • Loss Prevention Awareness | • Store Cleanliness & Safety |
| • Merchandising & Display Setup | | |