Abraham Paul Jaison

Master's student in Artificial Intelligence and Machine Learning at The University of Adelaide, seeking a Concierge role to leverage my customer service and technical skills in a luxury retirement environment. With experience in hospitality, administration and IT, I am adept at managing resident requests, maintaining organized spaces, and utilizing technology for efficient operations. I am a quick learner, adaptable, and committed to providing exceptional service. I am available to work any shift on all days.

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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*

- Maintained high standards of cleanliness and organization in guest rooms and common areas, ensuring a comfortable and welcoming environment.
- Replenished guest amenities and supplies, anticipating resident needs and providing proactive service.
- Worked efficiently and effectively in a fast-paced environment, adapting to changing priorities and resident requests.

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.
- Tools/Languages: Power BI (DAX and Power Query), Power Apps, Power Automate, Azure (Data Lake, Azure SQL Database, Synapse Analytics), Python for data visualization.

Soft Skills

- Problem-Solving
- Active Listening
- Resident Relations
- Interpersonal Skills
- Teamwork and Collaboration

- Time Management
- Positive Attitude
- Conflict Resolution
- Working Under Pressure
- Strong Verbal Communication

- Customer Service
- Helping Colleagues
- Empathy and Patience
- Friendly and Approachable
- Adaptability to Different Roles

Technical Skills

- Xero
- MyOB
- Excel

- Power BI
- Invoice Processing
- Security System Monitoring
- Cash Handling & POS Operation

- Microsoft Office Suite (Word, Excel, PowerPoint, Outlook)

- Power Platform
- Bank Reconciliation
- Visitor Management Systems
- Data Cleaning & Preprocessing

- Data Analytics
- Inventory Management
- Accounts Payable & Receivable
- Concierge Software Proficiency (willingness to learn)

- Power BI
- Invoice Processing
- Security System Monitoring
- Cash Handling & POS Operation

- Power Platform
- Bank Reconciliation
- Visitor Management Systems
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- Data Analytics
- Inventory Management
- Accounts Payable & Receivable