

Abraham Paul Jaison

Highly motivated Master's student in Artificial Intelligence and Machine Learning at The University of Adelaide, seeking a Passenger Services Agent role at Adelaide Airport. Possessing strong customer service skills developed through previous roles in hospitality and retail, combined with adaptability and a quick learning ability. Eager to provide exceptional customer service, ensure passenger safety and security, and contribute to a smooth and efficient airport operation. Available for a 7-day rotational shift roster.

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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 order, contributing to a positive guest experience.
- Worked at a fast pace, demonstrating the ability to meet deadlines and manage time effectively.
- Responsible for ensuring guest satisfaction through attention to detail.

HomeStyle Essentials

Sales Associate

Aug 2024 – Jan 2025

- Provided excellent customer service by assisting customers with questions and offering product recommendations.
- Operated the cash register efficiently and accurately.
- Demonstrated strong communication and interpersonal skills in a customer-facing role.

Gadgeon Smart Systems

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

- Reliable
- Adaptable
- Customer Service
- Conflict Resolution
- Working Under Pressure
- Strong Verbal Communication
- Motivated
- Problem-Solving
- Active Listening
- Attention to Detail
- Friendly and Approachable
- Punctuality
- Time Management
- Positive Attitude
- Empathy and Patience
- Teamwork and Collaboration

Technical Skills

- Excel
- POS Operation
- Basic Computer Proficiency
- Power BI
- Data Analytics
- Cash Handling
- Inventory Management