

# Abraham Paul Jaison

Master's student in Artificial Intelligence and Machine Learning at The University of Adelaide, seeking a Customer Service Officer role. With experience in customer interaction and data management, I am a quick learner, highly adaptable, and thrive in fast-paced environments. I possess strong communication skills, a customer-first approach, and proficiency in various software applications. I am available to work any shift on all days and am eager to contribute to a positive and productive team environment.

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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

### HomeStyle Essentials

Sales Associate Aug 2024 – Jan 2025

- Assisted customers with questions and provided product recommendations, enhancing their shopping experience.
- Operated the cash register efficiently and accurately.
- Tracked sales and inventory data to improve sales and optimize stock levels, demonstrating analytical skills.

### 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

- |                               |                             |                                   |
|-------------------------------|-----------------------------|-----------------------------------|
| • Resilience                  | • Problem-Solving           | • Time Management                 |
| • Professionalism             | • Customer Service          | • Active Listening                |
| • Positive Attitude           | • Proactive Approach        | • Conflict Resolution             |
| • Empathy and Patience        | • Written Communication     | • Numerical Proficiency           |
| • Working Under Pressure      | • Friendly and Approachable | • Teamwork and Collaboration      |
| • Strong Verbal Communication |                             | • Adaptability to Different Roles |

## Technical Skills

- |       |        |        |
|-------|--------|--------|
| • SQL | • Xero | • MyOB |
|-------|--------|--------|

- Java
- Power BI
- Data Entry
- Product Knowledge
- Restocking Shelves
- Database Management
- Basic Sales & Upselling
- Loss Prevention Awareness
- Cash Handling & POS Operation
- Conducting Stock Counts Regularly

- Excel
- Selenium
- Data Analytics
- Invoice Processing
- Dashboard Creation
- Inventory Management
- General Ledger Management
- Store Cleanliness & Safety
- Merchandising & Display Setup
- Tracking Sales and Inventory Data

- Python
- Compliance
- Power Platform
- Payroll Processing
- Bank Reconciliation
- Microsoft Office Suite
- Stock Receiving & Storage
- Accounts Payable & Receivable
- Data Cleaning & Preprocessing
- AI Tools - Development & Prompting