

Abraham Paul Jaison

Enthusiastic and adaptable Master's student in Artificial Intelligence and Machine Learning seeking a Guest Service role at Journey Beyond. With experience in hospitality, retail, and customer service, I excel in fast-paced environments and prioritize creating positive guest experiences. Proven ability to handle administrative tasks, manage inventory, and work effectively within a team. I am available to work flexible hours, including weekends and public holidays, and possess a current Responsible Service of Alcohol certificate.

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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 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 to ensure guest satisfaction.
- Replenished guest amenities and addressed guest requests promptly.
- Worked efficiently to meet deadlines and maintain a positive guest experience.

Albin's Glory

Kitchen Hand & Waitstaff

Jan 2024 – Jun 2024

- Provided excellent customer service by taking orders, serving food and drinks promptly, and addressing guest inquiries.
- Assisted in food preparation and maintained a clean and organized work environment.
- Worked effectively as part of a team to ensure smooth operations and guest satisfaction.

HomeStyle Essentials

Sales Associate

Aug 2024 – Jan 2025

- Assisted customers with questions and provided product recommendations, enhancing their shopping experience.
- Operated the cash register and processed transactions accurately.
- Tracked sales and inventory data to improve sales and optimize stock levels, contributing to efficient operations.

Soft Skills

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|-------------------------------|-----------------------------|------------------------------|
| • Adaptability | • Time Management | • Problem-Solving |
| • Guest Relations | • Customer Service | • Active Listening |
| • Positive Attitude | • Concierge Services | • Conflict Resolution |
| • Empathy and Patience | • Friendly and Approachable | • Teamwork and Collaboration |
| • Strong Verbal Communication | | |

Technical Skills

- | | | |
|---------------------------------|-----------------------------|------------------------------|
| • Product Knowledge | • Restocking Shelves | • Inventory Management |
| • Administrative Skills | • Guest Booking Support | • Microsoft Office Suite |
| • Basic Sales & Upselling | • Stock Receiving & Storage | • Barista Skills (Desirable) |
| • Cash Handling & POS Operation | | |

Responsible Service of Alcohol

Feb 2025

Express Online Training - Document Number: OL2811510