BIYA BIJU

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EDUCATION

Gisma University of Applied Sciences, Germany   Present − 2025

Bachelor's in Computer Science

St. Mary's Higher Secondary School, India

Stream: Computer Science – 96.42 percentage

St. Mary's English Medium School, Kottayam, Kerala India

10th - 87 percentage

PROJECT

Strategic Integration of AI for E-commerce Startups: Lessons from Shopify

- Explored how AI assists startups in managing online stores more efficiently and productively
- Analyzed how Shopify integrates AI to personalize shopping experiences for its customers
- Investigated how AI enables newly launched startups to scale and serve more clients at lower operational costs

AI Chatbot for E-commerce Customer Support

- Developed a basic AI-powered chatbot to assist users with inquiries and enhance the online shopping experience
- Gained insight into how AI processes and understands natural language to deliver improved customer support

EXPERIENCE

Warehouse Assistant, Ceva Logistics, Großbeeren, Germany

- Supported loading/unloading of goods and conducted receiving inspections
- Managed inventory through sorting, labeling, and regular stock checks
- Picked, packed, and prepared customer orders for shipment
- Operated warehouse tools like pallet jacks and maintained clean storage areas
- Ensured accurate documentation and followed safety and security protocols

Food and Beverage Attendant, Theos Restaurant, Kerala, India (May − Aug 2024)

- Delivered excellent customer service by taking and serving orders efficiently
- Maintained cleanliness and ensured adherence to food safety standards
- Handled customer inquiries and resolved issues professionally

LANGUAGES

- English – Proficient
- Tamil – Upper Intermediate
- German – Basic

SKILLS

- Customer service, communication, and relationship management
- Time management, multitasking, and adaptability
- Problem-solving and conflict resolution
- Inventory control, order processing, and quality assurance
- Team collaboration, leadership, and attention to detail