

Jonathan Lokangaka

Email:

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Education

Bachelor of Science in Computer Science and Mathematics

University of Sydney, Sydney, NSW

July 2018 – Decembre 2021 (on hiatus)

- Completed all required mathematics units for the major, including:
 - Single-Variable Calculus
 - Multivariable Calculus
 - Introduction to Linear Algebra
 - Linear and Abstract Algebra
 - Vector Calculus and Differential Equations
 - Number Theory and Cryptography
 - Geometry and Topology
 - Algebra and Logic
- Completed foundational computer science units:
 - Introduction to Programming
 - Object-Oriented Programming
 - Data Structures and Algorithms
 - Foundations of Data Science
 - Discrete Mathematics for Computation
- Remaining coursework:
 - Capstone project unit for mathematics major.
 - Additional second and third-year computer science units required.

VERY HIGH WORKING MEMORY ABILITY

Achieved a **99.6th percentile** score on a **digit span backwards** task, as assessed by a licensed psychologist. This ability reflects advanced **cognitive processing**, enabling the **retention**, **manipulation**, and **retrieval** of many pieces of information in the short-term memory. It is crucial for managing **complex tasks**, **multitasking** and **problem-solving** at a high level.

EXPERIENCE

Room Attendant, Houseperson, Public Area Cleaner

Sydney — InterContinental Sydney Double Bay (5 Stars)

February 2025 - Current

Distinctions with my work at the view are the following:

Room Attendant:

- Deep cleaning VIP Rooms
- Additional amenities to add to rooms
- More frequent guest interactions (e.g. guests are more likely to greet, ask questions but to also make complaints).
- Evening turndown service

Public Area Cleaner:

- Cleaning pool bathrooms
- Replenishing pool towels
- Cleaning more substantial areas such as the VIP guest club lounge and bathrooms.
- Cleaning higher traffic bathrooms and stairways

Houseperson:

- Working with additional amenities
- Roughly 20 percent more guest requests.
- Frequently collaborating with public area cleaners to complete requests.

Room Attendant, Houseperson, Public Area cleaner,

Sydney — *View Sydney (4 Stars)*

Octobre 2024 - February 2025

Facilitated through the outsourced housekeeping service AHS Hospitality I conducted the following work:

Room Attendant:

- Cleaned and maintained guest rooms to 4-star standards, ensuring high levels of cleanliness and attention to detail.
- Replenished guest amenities, linens, and supplies promptly and efficiently.
- Performed daily inspections to identify maintenance needs and reported them to supervisors.
- Responding to guest requests promptly.
- Adhered to hotel policies and procedures.

Public Area Cleaner:

- Ensured cleanliness and organization of lobbies, hallways, restrooms, and other public spaces.
- Maintained floors by vacuuming, sweeping, and mopping to create a welcoming environment for guests.
- Monitored supplies and restocked cleaning materials as needed.

Houseperson:

- Replenishing pantries with linen and amenities for room attendants to use to organise rooms.
- Removing rubbish and dirty linen from all floors.
- Assisting various departments with requests such as adding or removing furniture to a room, replacing faulty equipment and helping room attendants complete rooms the best way possible for given circumstances.
- Managing the houseperson inventory to ensure that there were sufficient supplies ready to use.

Self Employed, Sydney — *Independent Consultant in Nutrition and Metabolic Health*

January 2024 - Current

- Conducting research on the best combinations of supplements to promote optimal gut health and boost Adenosine triphosphate (ATP).
- Potential to help individuals suffering from various medical conditions, including adhd, anxiety, insomnia, gastrointestinal illnesses and more.
- Planning to file a patent for an innovative approach developed through this research.

Guzman y Gomez, Sydney — Shift leader, Cook, *Kitchen Hand/Dish Hand*

July 2018 - November 2024

Shift Leader (closing & opening):

Opening:

- Ordering produce from various suppliers including fresh vegetables, proteins (chicken, beef, etc), tortillas and all stock needed by the restaurant on the ordering days when the manager was absent.
- Day roster allocation to assign crew members into positions. This sometimes involved taking into account staff shortages and unexpected busy periods.
- Guiding the team to meet productivity demands set by the manager, franchisee and head office.
- Ensuring that food preparation was adequate for the night shift.
- Writing a daily report for the day shift and counting tills to add cash flow data to the daily report.

Closing:

- Evening shifts were often much busier than day shifts and one of the main goals was leading the team to meet productivity demands during extremely busy evening periods.
- Doing the end of day cash flow count to determine if money was cash was missing.
- Ensuring closing procedures by crew members are done correctly and assisting them where possible.
- Locking up restaurant doors, windows and activating the alarm.

Cook:

- Either working as the lead cook or support cook.
- Prepared various recipe items according to how much of each item was required for the food assembly line.
- Keeping the restaurant clean and tidy especially because customers had a good view of the cooking station.
- At the end of the shift, cleaning restaurant floors, grills, stoves and all cook utensils to a high standard but also at a very fast pace in order to complete the shift on time.

Kitchen Hand:

- Preparing various menu items at a fast pace while following procedures accurately to promote guest satisfaction.
- Ensuring cleanliness of all parts of the restaurant to prevent food safety issues.
- Training new staff on best practices in order for them to

- integrate into the team efficiently and effectively
- During closing shifts I was always assigned dishwasher closing due to my very high level of speed and cleanliness.
- Design a workflow to optimize dishwashing by arranging dishes in a certain order around the sink and cleaning dishes according to the order that would allow for the dishes to be cleaned the fastest. This process required a lot of trial and error to master, but it eventually reduced time by 40 percent.
- Deep cleaning of the commercial dishwasher to prevent plumbing or electrical failure. This also had to be done at a very fast pace to ensure productivity demands were met.
- Troubleshooting dishwasher malfunctions and either resolving the issue or sharing information to the franchisee or phoning the dishwasher company directly.

Department of Territory Families, Housing and Communities, Darwin NT — *Accounts Payable Officer*
December 2021 - February 2022

- Inspected and approved batches of invoices for government concession vouchers.
- Communicated with clients and colleagues via phone, email and in person meetings to address inquiries and coordinate tasks.
- Processed a high volume of invoices to accurately assign them to the appropriate departments within the organization.



Department of TERRITORY
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21 February 2022

Jonathan Lokangaka
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Dear Sir/Madam

Re: Recommendation letter

Jonathan was employed as a vacation student at Department of Territory Families, Housing and Communities, within the Revenue and Payments unit between December 2021 and February 2022. The Revenue and Payments unit within Financial Services oversees the payment and receiving functions for departmental wide accounts, and ensures the integrity of access provisions in relevant financial systems is maintained. The team provide comprehensive financial information to all stakeholders within the department, ensuring that audit and compliance regulations are met and liaise continually with those stakeholders to achieve the financial goals of the department.

During his time in the team, Jonathan assisted with an array of payment functions. He took on management of incoming invoices to the Electronic Invoice Management System (EIMS), and redirected them within the structure to the correct business area of the department. This task requires an assessment of the detail on each invoice to ascertain who is responsible for processing the account. At times where the account is new or agency contact information is no longer current, this process requires investigative skill and customer service ability. Jonathan executed this process efficiently and with precision. Jonathan also undertook higher authoritative functions which covered other payment methods and the use of financial and management systems. He performed the verification of credit card transactions, a process where supporting documentation such as approvals, receipts and tax invoice is audited, and ledger codes are checked for correctness before the transaction is generated to the Government Accounting System. Further, he assisted in the review and processing optometrist invoices against spectacle authorisation forms for the NT Concession and Seniors Recognition Scheme; using three systems simultaneously to perform a complete reconciliation between prior approval, member records management, and the Jira communication portal. In each process Jonathan was involved in, he demonstrated solid analytical skills and sound logic. Jonathan was able to pick up new processes quickly and easily, and worked well both independently and as part of the team. He displayed punctuality, dedication, honesty, and reliability at all times.

As Manager Revenue and Payments, I highly recommend Jonathan and would happily offer him employ again should the opportunity arise.

Yours sincerely

Annie Butler
Manager Revenue and Payments, Financial Services