Leo Zagkos
Information Technology Professional

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EDUCATION

University of Central Florida   Orlando, FL
BS Information Technology   May 2026

- **Relevant Coursework:** Enterprise Computing, Design and Implementation of Computer Communication Networks, Web-Based Information Technology, Security in Computing
- UCF oSTEM Chapter Founder and President
  - 2025 oSTEM National Chapter Leader of the Year Award Recipient
  - 15th Annual oSTEM National Conference Panelist

SKILLS

Programming Languages:	C#, Java, HTML, CSS, JavaScript, Assembly, Rust, C, SQL
Tools and Frameworks:	WireShark, Cisco Packet Tracer, Node.js, React.js, Docker, Git, .NET
Certifications:	TestOut IT Fundamentals Pro, CompTIA A+, CompTIA Net+

PROJECTS

Multi-Threaded Banking System

- Created a multi-threaded banking system in Java that simulated concurrent deposits, withdrawals, and real-time audits by multiple agents, utilizing synchronization techniques to ensure data integrity and thread safety.

AR-boretum

- Developed an interactive AR experience in Unity (C#) for the UCF Arboretum, enabling visitors to scan QR codes at plant exhibits to trigger educational 3D animations and information displays on their devices.

WORK EXPERIENCE

University of Central Florida   Orlando, FL
Resident Assistant   March 2025 - Present

- Served as the primary point of contact for **50+** residents, using digital tools and proper communication channels to ensure support requests and issues were escalated appropriately
- Utilized campus housing systems and platforms to coordinate events, document incident reports, and streamline administrative tasks
- Planned and executed educational and community-building programs, applying organizational and data-tracking skills to monitor participation and impact

John C. Hitt Library   Orlando, FL
LibTech Assistant   Dec 2023 - Present

- Assisted students with borrowing and returning technology equipment, handling over **1000** patron interactions per week
- Provided IT support, troubleshooting hardware and software issues to ensure smooth operation for patrons
- Managed inventory, ensuring all equipment was logged, tracked, and received proper software and firmware updates

Barnes & Noble   Wellington, FL
Senior Bookseller   Oct 2020 - July 2023

- Designed and Executed in-store displays using data insights and visual planning tools, improving customer engagement and sales conversion
- Coordinated and processed high-volume book orders from schools within the Palm Beach County School District, ensuring accurate and timely fulfillment
- Optimized process documentation and developed user-friendly guides for new technology and membership rollouts, improving onboarding efficiency