

LEO ZAGKOS

Information Technology Professional

Orlando, FL · leozagkos@gmail.com · (561) 674-4850 · <https://www.linkedin.com/in/leo-zagkos/>

EDUCATION

University of Central Florida

BS Information Technology

Orlando, FL

Aug 2023 - May 2026

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

University of North Florida

AA Music Performance

Jacksonville, FL

Aug 2017 - May 2020

- Represented the University of North Florida in music competitions, including the WASBE International Conference in Bunol, Spain and McCormick Marimba Competition in Tampa, Florida

WORK EXPERIENCE

University of Central Florida

Resident Assistant

Orlando, FL

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

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

Palm Beach Central High School

Audio Technician

Wellington, FL

Oct 2020 - November 2024

- Managed and operated live audio equipment, including mixers, microphones, and playback systems, ensuring balanced, high-quality sound for all rehearsals and competitions
- Configured and maintained AV systems for field and indoor performances, troubleshooting signal flow and connectivity issues under time-sensitive and weather-variable conditions
- Instructed and rehearsed front ensemble percussionists, emphasizing musicality, technique, and ensemble cohesion during rehearsals and performances

SKILLS

Programming Languages:	C, Java, HTML, CSS, JavaScript, Assembly, Rust
Technology:	Relational Database Management, Linux, Windows OS, Audio Mixing
Certifications:	TestOut IT Fundamentals Pro, CompTIA A+, CompTIA Net+