

LENNON KING

Saint Cloud, FL 34772

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Education

University of Florida

Bachelor of Science in Civil Engineering, Minor in Computer Science — GPA: 3.69

Expected May 2028

Gainesville, Florida

Relevant Coursework

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|-------------------------------|-------------------------------------|--------------------------------|
| • Statics | • Hydrodynamics | • Calculus I – III |
| • Mechanics of Materials | • Civil Engineering Practice | • Differential Equations |
| • Civil Engineering Materials | • Technical Drawing & Visualization | • Physics with Calculus I & II |

Experience

Information Technology Account Specialist

August 2024 – Present

University of Florida Information Technology Help Desk

Gainesville, Florida

- Diagnose and resolve technical issues for a user base of 60,000+, applying systematic troubleshooting methodologies to handle 20–30 requests daily, totaling approximately 100 calls per week during peak periods.
- Created and managed over 1,200 support tickets, optimizing documentation practices to streamline workflow efficiency and enhance issue tracking.
- Achieved an average customer satisfaction rating of 95.6%, including 42 perfect reviews, demonstrating consistent application of best-practice solutions and user-centered problem solving.
- Collaborate with team members to troubleshoot complex issues and improve processes, balancing workload with academic commitments.

Projects

Personal Website

January 2024 – Present

- Develop and maintain a personal website showcasing projects and experience, serving as a professional portfolio and project catalog. Website: <https://lennon-king.github.io/>
- Designed the UI using collaborative design skills from Lead UI/UX Director role, applying principles of usability, accessibility, and responsive design.

Technical Skills

Engineering Software: AutoCAD, Onshape, MATLAB

Programming Languages: Python, C++, TypeScript, HTML/CSS, JavaScript

Developer Tools: Visual Studio Code, Visual Studio, Node.js

Leadership / Extracurricular

Lead UI/UX Director

January 2024 – May 2025

Society of Hispanic Professional Engineers (SHPE) at the University of Florida

Gainesville, Florida

- Directed a team of six in designing SHPE UF's official mobile application, guiding workflow, leading meetings, and providing feedback to create wireframes and prototypes for our 850+ active users.
- Led the redesign of SHPE UF's website using user feedback, improving accessibility and aligning with professional standards to strengthen sponsor engagement.
- Implemented W3C accessibility guidelines and conducted WCAG-based usability testing to ensure an inclusive, user-friendly experience.

Member, Gator Theme Park Engineering & Design (TPED)

August 2025 – Present

University of Florida

Gainesville, Florida

- Member of a multidisciplinary student organization focused on professional, technical, and social growth through themed entertainment design projects, industry tours, and networking events.
- Attend weekly Swamp Haunters meetings to collaborate on concepts and develop ideas for the annual haunted house attraction hosted by TPED.

Member, American Society of Civil Engineers (ASCE)

January 2026 – Present

University of Florida

Gainesville, Florida

- Participate in chapter meetings and professional development events to build industry knowledge and networking connections.
- Engage in community outreach and student-led civil engineering initiatives to support professional growth and teamwork.