Lennon King

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EDUCATION

Bachelor of Science in Civil Engineering, Minor in Computer Science   Anticipated December 2027
University of Florida — Herbert Wertheim College of Engineering   *Gainesville, FL*

- GPA: 3.74/4.0
- Dean's List, 5 semesters

EXPERIENCE

Information Technology Account Specialist   August 2024 – Present
University of Florida Information Technology Help Desk   *Gainesville, FL*

- Diagnose and resolve technical issues for a community of 60,000+ students, faculty, and staff, handling an average of 20 calls per day (up to 30 at peak) for approximately 100 calls per week over the summer.
- Created and managed over 1,200 support tickets, maintaining thorough documentation to support efficient departmental workflows.
- Received 42 perfect reviews from optional customer surveys, with an average satisfaction rating of 95.6%, reflecting consistent service quality.
- Collaborate with team members to troubleshoot complex issues and improve processes, balancing workload with academic commitments.

Lead UI/UX Director   January 2024 – May 2025
Society of Hispanic Professional Engineers (SHPE) at the University of Florida   *Gainesville, FL*

- 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.

PROJECTS

Personal Website | *JavaScript, HTML/CSS, React, Git*   January 2024 – Present

- Develop and maintain a personal website showcasing projects and experience, serving as a professional portfolio. 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.

Mock-up Car Rental Service | *JavaScript, HTML/CSS, Figma, React, Node*   January 2024 – May 2024

- Created a full-stack web application with React and MongoDB, translating Figma prototypes into a functional mock car rental service.
- Led Agile/Scrum development as Project Manager using Jira, coordinating sprints and team collaboration to improve project delivery.

OTHER INVOLVEMENT

Gator Theme Park Engineering & Design (TPED) | University of Florida   August 2025 – Present

- Active 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, collaborating with peers to conceptualize and develop ideas for the annual haunted house attraction hosted by TPED.

TECHNICAL SKILLS

Engineering Software: AutoCAD, Onshape, MATLAB
Programming Languages: Python, C++, TypeScript, HTML/CSS, JavaScript
Developer Tools: Visual Studio Code, Visual Studio, Node.js