

Kevin Le

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Orlando, FL, United States

Orlando-based 3D artist and technology specialist with a background in interactive media. Brings a user-centered approach to managing technology in academic settings. Experienced in overseeing teams, digital assets, and service workflows across technology spaces. Skilled in technical troubleshooting, user training, and providing support to students and faculty. Passionate about making emerging technologies accessible, functional, and impactful in educational environments.

Education

University of Central Florida

Master of Arts | Digital Media

May 2026

Bachelor of Arts | Digital Media

May 2021

Projects

Descendance

August 2025 - Apr 2026

Immersive Rogue-Like RPG

- Developed a 270° role-playing video game for immersion rooms built by IglooVision.
- Designed procedurally generated challenges and turn-based combat systems inspired by classic tabletop RPGs.
- Modeled immersive 3D dioramas and character miniatures.

SuperRef

Sep 2024 - Apr 2025

3D Interactive Ecorché

- Developed a desktop and AR app using Electron.js and Sketchfab API for visualizing annotated, 3D human anatomy for digital artists.
- Modeled 3D anatomical structures in ZBrush and Autodesk Maya with over 190 static meshes and 73 materials.
- Provided comprehensive annotations over highlighted structures detailing the functions of each muscle group.
- Conducted user research comparing the effectiveness of interactive 3D vs. conventional 2D references.

Work Experience

IT Client Support Specialist II

Jun 2025 - Present

University of Central Florida, Digital Exploration Center | Orlando, FL

- Developing a brand-new technology lab with dedicated spaces for 3D immersion, XR, photogrammetry, podcasting, photography, and other digital media.
- Establish and document processes and procedures for training and compliance with standard operating procedures.
- Procure, configure, install new emerging technologies to support students and faculty in engagement and instructional use.

- Engage with library faculty and campus partners in planning and leading implementation of inclusive technology services in support of research, teaching, and learning.
- Liaise with UCFIT, Center for Distributed Learning, and Faculty Multimedia Center to stay current with the latest trends with pedagogy and educational technology.

Library Technical Assistant II

Jul 2022 - Jun 2025

University of Central Florida, LibTech | Orlando, FL

- Oversaw service desk operations and item circulation to support student needs and resolve patron issues.
- Maintained, diagnosed, and repaired 225+ unique tech items, including laptops, peripherals, and AV equipment.
- Administered over 800 computers with software installations, OS updates, device imaging, and policy compliance.
- Procured replacement parts for elevated equipment tickets through technology vendors.
- Configured and managed spaces including print stations, study rooms, and digital AV studios.
- Recruited, trained, and supervised a team of over 25 employees, ensuring high-quality service.

Customer Experience Specialist

Sep 2021 - Jul 2022

Best Buy | Bradenton, FL

- Consulted clients to identify needs and deliver tailored technology solutions.
- Provided troubleshooting support to clients and managed incidents using an in-house ticketing system.
- Assisted with inventory management and the distribution of items from warehouse facilities.

IT Student Support Specialist

Nov 2019 - Aug 2020

University of Central Florida – Downtown Campus | Orlando, FL

- Documented and triaged technology incidents and service requests, for facilitating team intervention.
- Installed and configured hardware in university labs and facilities for student and faculty use.
- Delivered remote and on-site troubleshooting to staff and students with technical issues.
- Authored detailed knowledge base articles to assist users and improve support processes.

Student Assistant

Aug 2017 - Nov 2019

University of Central Florida – LibTech | Orlando, FL

- Managed circulation of university equipment, ensuring accurate tracking and availability.

- Assisted students and faculty with accessing media, technology, and library resources.
- Inspected and maintained devices, documenting any damage or misuse.

Awards

Educational Technology Collaborative (ETC) Scholarship Oct 2025

North Carolina State University | Raleigh, NC

June S. Stillman Endowed Memorial Scholarship Aug 2024

UCF Libraries | Orlando, FL

Skills

Technical Support & Troubleshooting, ITSM, ITIL, Asset Management, Project Management, Service Desk Operation, Customer Service, Team Leadership, Training, Technical Writing & Documentation, 3D Modelling, XR Development, Game Design, 3D Printing, Quantitative Research, Data Visualization, Photography, AV Production, AI Literacy & Training, Pedagogy