

# ENOCH LINDEMAN

Chatbot Developer / Software Engineer

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in www.linkedin.com/in/enoch-lindeman    📍 San Diego, CA

## SUMMARY

Software Engineer with expertise in chatbot development, backend integration, and API management. Proficient in Python, JavaScript, and RESTful APIs, with a focus on improving customer support automation through AI-driven solutions. Skilled in designing intuitive conversation flows, implementing error handling, and training chatbots for accurate Natural Language Understanding (NLU).

## EXPERIENCE

**Owner & Software Developer** by The Lindemans  
📅 Dec 2022 – Ongoing 📍 Glendale, AZ

- Developed AI-based chatbot for customer support automation
- Implemented NLU and trained chatbot for accuracy
- Designed conversation flows, mapped user journeys, and implemented error-handling mechanisms to improve user interactions
  - Trained the chatbot to recognize diverse user queries, refining responses for improved accuracy and user satisfaction
  - Utilized Python and Node.js for backend development, integrating the chatbot with CRM systems via RESTful APIs
  - Conducted regular testing and optimization, resulting in a 30% increase in resolution of frequently asked questions

**Information Technology Support Specialist** Tolleson Union High School District  
📅 Jun 2022 – Ongoing 📍 Avondale, AZ

- Supported technology integration and automation
- Contributed to AI and chatbot-based projects
- Developed scripts and tools using Python for automating IT support tasks, enhancing efficiency across the department
  - Assisted in designing chatbot prototypes to automate internal support processes, integrating with existing databases
  - Managed API integrations for seamless data flow between systems, improving service delivery and reducing manual workload
  - Utilized Natural Language Processing (NLP) libraries to enhance user interactions and accuracy in understanding queries

**Mission Technology Specialist** The Church of Jesus Christ of Latter-Day Saints  
📅 May 2020 – May 2022 📍 Syracuse, NY

- Implemented backend solutions for communication systems
- Supported conversational AI projects
- Developed backend components for communication tools, ensuring reliable information exchange and interaction
  - Created basic chatbot models to support missionary communication, improving response times and resource allocation
  - Worked on API integrations with third-party services to streamline data management across multiple platforms
  - Designed interaction flows and response optimization, enhancing user satisfaction and information retrieval

## EDUCATION

**Bachelor of Science in Technological Entrepreneurship and Management** Arizona State University  
📅 Expected May 2026 📍 Online

- Current 4.0 GPA
- Coursework includes AI Development, Backend Programming, and Data Integration

**Associate of Science in Computer Science** Rio Salado College  
📅 August 2024 📍 Tempe, AZ

- Graduated Summa Cum Laude with 3.9 GPA

## SKILLS

- Chatbot Development
- Python
- JavaScript / Node.js
- RESTful APIs
- Natural Language Understanding (NLU)
- Backend Development
- Conversation Flow Design
- Error Handling
- API Integration
- NLP Libraries
- Testing Optimization
- User Experience Design