ENOCH LINDEMAN

Technical Support Engineer / System Administrator Technology Support Specialist / Help Desk

EXPERIENCE

Information Technology Support Specialist

Jun 2022 - Ongoing

Managed high-volume technical support tickets

- Handled complex user tickets for a large educational environment, solving device, network, and account issues swiftly
- Improved customer satisfaction by reducing response time by over 30

Tolleson Union High School District

Avondale, AZ

Led process improvement initiatives

- Developed a Microsoft Power App for 14,000 users, automating information requests and reducing ticket volume by 90%
- Implemented technical training and documentation for end-users, leading to increased adoption of best practices

The Church of Jesus Christ of Latter-Day Saints

♀ Syracuse, NY

Mission Technology Specialist

May 2020 – May 2022

Provided remote technical support

- Supported over 3,000 users across remote environments, ensuring seamless access to tools and technology
- Resolved technical issues for remote users, improving efficiency by troubleshooting software and network problems

Automated manual processes

 Streamlined workflow processes and automated weekly reporting, saving significant staff time and reducing errors

FDUCATION

Bachelor of Science in Technological Entrepreneurship and Management

Expected May 2026

Relevant coursework: Networking, System Administration, Project Management, Data Security

Arizona State University

Online

♀ Tempe, AZ

Associate of Science in Computer Science

August 2024

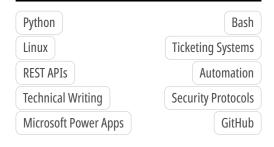
Rio Salado College

Graduated Summa Cum Laude with 3.9 GPA

SUMMARY

A dedicated support engineer with over 3 years of experience in technical support, system administration, and process automation. Skilled in troubleshooting, customer service, and collaborating across teams to improve workflow efficiency. Passionate about leveraging technology to deliver high-quality support while helping developers and users achieve their goals.

TOOLS



SKILLS



KNOWLEDGE

Linux Administration	System Troubleshooting
Process Documentation	Security and Privacy
Customer Advocacy	Cloud Management

Authorized to work in the US for any employer References available upon request