ENOCH LINDEMAN

L2 Support Engineer / Application BI Specialist

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

SUMMARY

L2 Support Engineer with experience in application and production support, BI dashboard development, and front-end technologies. Skilled in troubleshooting, error resolution, and supporting BI tools like Qlik Sense. Proficient in JavaScript, HTML/CSS, React, and Angular, with a focus on improving user experience and system performance. Strong communication and collaboration abilities, working effectively with geographically diverse teams.

EXPERIENCE

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

Provided L2 application support and BI dashboard management
- Supported Qlik Sense dashboards and reports, troubleshooting errors and working closely with analysts to resolve issues
- Developed and scheduled reports using NPrinting in Qlik Sense, ensuring data accuracy and optimal performance
- Collaborated with BI engineers, designers, and stakeholders to identify and resolve data model errors and enhance report extensibility

Managed front-end support and user experience
- Developed and maintained front-end components using React, HTML5, CSS3, and JavaScript, ensuring seamless integration with APIs
- Assisted in troubleshooting and upgrading deployed software, improving system performance and user experience
- Worked closely with geographically diverse teams, managing tickets, documenting issues, and reporting progress

Software Developer & Front-End Specialist   by The Lindemans
📅 Dec 2022 – Ongoing   📍 Glendale, AZ

Developed front-end solutions and supported application lifecycle
- Built engaging UI components using React JS, Redux, and Node.js, enhancing UX for web and mobile applications
- Worked with HTML5, CSS3, SASS, and JavaScript to create responsive and interactive web pages, improving overall design and functionality
- Managed software production lifecycle, ensuring timely maintenance and upgrades following deployment

Improved user interface design and support
- Created captivating UX screens for web applications, collaborating with clients to refine design styles and produce layouts
- Provided technical support for front-end applications, managing end-user issues and resolving bugs to enhance system reliability
- Documented support processes, user guides, and technical specifications to aid in troubleshooting and user education

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

Supported IT systems and applications in production environments
- Managed front-end and back-end support, troubleshooting issues related to software deployment and data management
- Collaborated with diverse teams to resolve technical issues, escalating major incidents to developers as needed
- Maintained software documentation, ensuring effective communication of solutions and best practices for end-users

Enhanced system performance and user satisfaction
- Provided support for Windows and Linux platforms, using monitoring tools like SolarWinds and Splunk to ensure system availability
- Worked with ticketing tools to manage incident reporting and response times, maintaining a high level of customer satisfaction

EDUCATION

Bachelor of Science in Technological Entrepreneurship and Management   Arizona State University
📅 Expected May 2026   📍 Online
- Focus on Application Support, Front-End Development, and Data Engineering; currently maintaining a 4.0 GPA

Associate of Science in Computer Science   Rio Salado College
📅 August 2024   📍 Tempe, AZ
- Graduated Summa Cum Laude with 3.9 GPA; coursework included Qlik Sense, Front-End Technologies, and Application Support

SKILLS

Application Support   Qlik Sense   React JS   Angular   JavaScript   HTML/CSS   API Integration   Error Resolution   SolarWinds   Splunk
NPrinting   Ticket Management