


ENOCH LINDEMAN

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

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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


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

The Church of Jesus Christ of Latter-Day Saints

 Syracuse, NY

Automated manual processes

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

EDUCATION

Bachelor of Science in Technological Entrepreneurship and Management

 Expected May 2026

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

Arizona State University

 Online

Associate of Science in Computer Science

 August 2024

- Graduated Summa Cum Laude with 3.9 GPA

Rio Salado College

 Tempe, AZ

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

Python

Linux

REST APIs

Technical Writing

Microsoft Power Apps

Bash

Ticketing Systems

Automation

Security Protocols

GitHub

SKILLS

Technical Support

Customer Service

Collaboration

Problem Solving

Cross-Department Communication

Adaptability

Ticketing Systems

Process Improvement

Documentation

Workflow Automation

KNOWLEDGE

Linux Administration

Process Documentation

Customer Advocacy

System Troubleshooting

Security and Privacy

Cloud Management

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