



# ENOCH LINDEMAN

Technical Support Specialist / Emerging Technology Expert / POS Systems Troubleshooter

✉ enoch@lindeman.family    ☎ (619) 333-8221  
🌐 www.linkedin.com/in/enoch-lindeman    📍 San Diego, CA

## SUMMARY

Technical Support Specialist with expertise in Android troubleshooting, POS systems, and customer-focused problem solving. Skilled in diagnosing and resolving hardware and software issues in fast-paced environments. Passionate about providing empathetic support, streamlining workflows, and contributing to emerging technology initiatives.

## EXPERIENCE

### Technology Support Specialist

📅 Jun 2022 – Ongoing

Tolleson Union High School District

📍 Remote

- Led front-line technical support operations across multiple platforms
- Diagnosed and resolved complex technical issues, ensuring minimal downtime.
  - Developed workflows and optimized ticketing processes to improve response times.

- Collaborated with cross-functional teams to address emerging technical challenges
- Provided real-time troubleshooting and support for hardware and software systems.
  - Utilized tools such as G-Suite, Slack, and Salesforce to manage communication and support tasks.

### Owner & Software Developer

📅 Dec 2022 – Ongoing

by The Lindemans, LLC

📍 Remote

- Provided hands-on support and troubleshooting for POS and emerging technologies
- Worked directly with customers to resolve issues with POS systems like Toast and NCR.
  - Built troubleshooting processes and documented resolutions for future reference.

- Implemented solutions to enhance customer experiences and ensure uptime
- Collaborated with teams to identify failure points and optimize workflows.
  - Delivered empathetic support, focusing on building positive customer relationships.

## EDUCATION

### Bachelor of Science in Technological Entrepreneurship and Management

📅 Expected May 2026

Arizona State University

📍 Online

- 4.0 GPA | Coursework includes Technical Support, Networking, and Emerging Technologies.

### Associate of Science in Computer Science

📅 August 2024

Rio Salado College

📍 Tempe, AZ

- Graduated Summa Cum Laude with 3.9 GPA.
- Specialized in troubleshooting, hardware support, and POS system technologies.

## SKILLS

- Android Troubleshooting
- POS Systems (Toast, NCR)
- G-Suite, Slack, Salesforce
- Ticketing & Workflow Optimization
- Customer Support
- Hardware & Software Troubleshooting
- Networking & Ethernet Cabling
- Collaborative Problem Solving
- Empathy-Driven Support
- Agile Methodologies