

# **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

**SUMMARY** 

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

Provided remote technical support

Mission Technology Specialist

May 2020 – May 2022

• 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

# **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

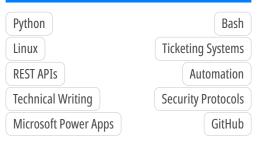
Graduated Summa Cum Laude with 3.9 GPA

Rio Salado College

**♀** Tempe, AZ

# **TOOLS**

helping developers and users achieve their goals.



## **SKILLS**

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



## KNOWLEDGE

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

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