ENOCH LINDEMAN

Junior Solutions Architect / SaaS Cybersecurity Specialist

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

SUMMARY

Junior Solutions Architect with experience in SaaS implementation, technical support, and cloud infrastructure. Skilled in IdP management, problem-solving, and customer engagement. Passionate about enhancing digital security, improving processes, and delivering seamless solutions that improve user experiences. Strong collaborator, dedicated to refining documentation and expanding knowledge in cybersecurity.

EXPERIENCE

Information Technology Support Specialist
📅 Jun 2022 – Ongoing

Tolleson Union High School District
📍 Avondale, AZ

Provided customer-facing support and SaaS implementation
- Engaged directly with users to support the implementation and troubleshooting of SaaS solutions, including cloud-based identity and access management systems
- Assisted in integrating IdP providers, configuring policies, and managing secure access, improving user adoption and overall security
- Collaborated with teams to refine support processes, improving user documentation and knowledge base materials for internal and external use

Enhanced cybersecurity and customer experience
- Developed and tested solutions for device trust and single sign-on (SSO) configurations, ensuring seamless access and data protection
- Worked closely with Onboarding teams to plan and execute implementations, ensuring successful integration of new technologies
- Recorded instructional videos for customers, providing clear guidance on complex tasks and improving overall user experience

Software Developer & Cybersecurity Enthusiast
📅 Dec 2022 – Ongoing

by The Lindemans
📍 Glendale, AZ

Developed SaaS solutions with a focus on security
- Built and managed SaaS applications, focusing on secure access management and implementing cybersecurity best practices
- Collaborated with teams to test and refine solutions, identifying root causes of customer issues and developing effective workarounds
- Created detailed documentation and user guides, supporting both technical teams and end-users in understanding software functionality

Supported solution development and team collaboration
- Acted as a resource for go-to-market strategies, providing technical insights on product implementation and integration challenges
- Managed API integrations for seamless communication between SaaS products, improving user workflows and data consistency
- Nurtured healthy relationships across teams, ensuring effective communication and collaboration in delivering solutions

Mission Technology Specialist
📅 May 2020 – May 2022

The Church of Jesus Christ of Latter-Day Saints
📍 Syracuse, NY

Supported digital security and technical implementation
- Assisted in implementing secure cloud solutions, managing user access, and maintaining compliance with security protocols
- Collaborated with technical teams to enhance documentation, creating knowledge base content that improved support efficiency
- Provided technical support for secure digital applications, ensuring users had safe and easy access to resources

Improved processes and user satisfaction
- Identified and resolved security vulnerabilities, enhancing the safety and reliability of digital tools and applications
- Developed and refined training materials for users, supporting a smooth onboarding experience and increasing user confidence

EDUCATION

Bachelor of Science in Technological Entrepreneurship and Management
📅 Expected May 2026

Arizona State University
📍 Online

- Focus on Cybersecurity, SaaS Solutions, and Cloud Infrastructure; currently maintaining a 4.0 GPA

Associate of Science in Computer Science
📅 August 2024

Rio Salado College
📍 Tempe, AZ

- Graduated Summa Cum Laude with 3.9 GPA; coursework included SaaS, IdP Configuration, and Security Best Practices

SKILLS

SaaS Implementation | Cybersecurity | IdP Management | SSO | Cloud Infrastructure | API Integration | Problem-Solving | Customer Support

Technical Documentation | Team Collaboration | Solution Development