ENOCH LINDEMAN

Technical Support Specialist / CCaaS Support Expert

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

SUMMARY

Technical Support Specialist with experience in CCaaS environments, delivering empathetic, timely, and accurate customer service. Strong background in troubleshooting, problem-solving, and collaboration with engineering teams to enhance customer experiences.

EXPERIENCE

Information Technology Support Specialist
Tolleson Union High School District

📅 Jun 2022 – Ongoing   ⦿ Avondale, AZ

Provided remote and on-site technical support

- Managed technical support tickets via email, chat, and phone, delivering solutions promptly
- Communicated empathetically and professionally with users, maintaining high customer satisfaction scores
- Collaborated with engineering and product teams to resolve complex issues and improve service delivery
- Documented interactions and solutions in the organization's CRM system for consistent support quality

Developed support documentation

- Contributed to internal knowledge base articles, improving troubleshooting processes and user guidance
- Implemented ticketing system improvements, enhancing workflow and reducing response times by 30%

Mission Technology Specialist
The Church of Jesus Christ of Latter-Day Saints

📅 May 2020 – May 2022   ⦿ Syracuse, NY

Led remote technical support and training

- Supported over 3,000 users transitioning to remote operations, maintaining effective communication channels
- Diagnosed and resolved issues related to virtual meetings and IP telephony, ensuring minimal downtime
- Acted as a liaison between technical teams and users, facilitating clear communication and problem resolution

Enhanced remote collaboration tools

- Contributed to knowledge base updates, improving documentation for internal use and user training
- Monitored ticketing system performance, driving a 25% increase in user issue resolution efficiency

EDUCATION

Bachelor of Science in Technological Entrepreneurship and Management
Arizona State University

📅 Expected May 2026   ⦿ Online

- 4.0 GPA, focused on technology management, customer experience, and cloud computing concepts

Associate of Science in Computer Science
Rio Salado College

📅 August 2024   ⦿ Tempe, AZ

- Graduated Summa Cum Laude with 3.9 GPA, with coursework in networking and cloud-based systems

SKILLS

CCaaS Support | Technical Troubleshooting | CRM Systems | Ticketing Systems | Customer Communication | Empathy in Support

Process Documentation | IP Telephony | Remote Technical Support | Problem-Solving | Collaboration | Adaptability | Training & Mentorship

User Experience | Cloud Contact Centers