

ENOCH LINDEMAN

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

EXPERIENCE

Information Technology Support Specialist

Jun 2022 - Ongoing

Oversaw 1:1 deployment of 3,000 devices on campus

- First point of contact for issues regarding internet-connected devices, troubleshooting and resolving issues quickly
- · Ensured all devices met staff and students' needs, improving operational efficiency and ensuring system security

Tolleson Union High School District

♀ Avondale, AZ

Developed Microsoft Power App for 14,000 users

- Reduced user information requests by over 90% by integrating Office365 and SharePoint data to improve access to critical information
- Automated ticketing and support workflows, reducing response time by 30

The Church of Jesus Christ of Latter-Day Saints

♀ Syracuse, NY

Led transition to remote work

Mission Technology Specialist

May 2020 – May 2022

- Supported over 3,000 users transitioning from in-person to remote workflows, ensuring seamless operations
- Developed and executed system improvements, enhancing efficiency and system reliability during remote transitions

Automated repetitive tasks

- Streamlined congregation's weekly program automation, saving significant manual work hours
- Established decentralized frameworks for service classification, improving workflow opportunity utilization

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

▼ Tempe, AZ

Associate of Science in Computer Science

August 2024

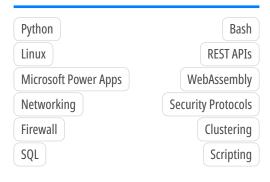
Graduated Summa Cum Laude with 3.9 GPA

Rio Salado College

SUMMARY

A highly skilled technical support engineer with experience in Linux system administration, end-user support, and process Passionate about leveraging technology to solve automation. complex problems, improve efficiency, and provide outstanding customer service. Proven ability to troubleshoot and resolve issues while ensuring seamless system operations across various platforms.

TOOLS



SKILLS



KNOWLEDGE

Linux (RHEL)	Scripting (Bash, Python)
Data Security	System Troubleshooting
Process Documentation	Cloud Management
CI/CD	Machine Learning

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