



ENOCH LINDEMAN

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

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

EXPERIENCE

Information Technology Support Specialist

Tolleson Union High School District

Jun 2022 – Ongoing

Avondale, AZ

- 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

- 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

Mission Technology Specialist

The Church of Jesus Christ of Latter-Day Saints

May 2020 – May 2022

Syracuse, NY

- Led transition to remote work
- 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 opportunity classification, improving workflow utilization

EDUCATION

Bachelor of Science in Technological Entrepreneurship and Management

Arizona State University

Expected May 2026

Online

- Relevant coursework: Networking, System Administration, Project Management, Data Security

Associate of Science in Computer Science

Rio Salado College

August 2024

Tempe, AZ

- Graduated Summa Cum Laude with 3.9 GPA

SUMMARY

A highly skilled technical support engineer with experience in Linux system administration, end-user support, and process automation. Passionate about leveraging technology to solve 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

- Python
- Linux
- Microsoft Power Apps
- Networking
- Firewall
- SQL
- Bash
- REST APIs
- WebAssembly
- Security Protocols
- Clustering
- Scripting

SKILLS

- Linux System Administration
- Customer Service
- Networking
- Device Management
- Firewall Security
- Cross-Department Communication
- Adaptability
- Technical Support
- Process Automation
- Troubleshooting
- Collaboration
- Problem Solving

KNOWLEDGE

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

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