ENOCH LINDEMAN

Desktop Support Specialist / IT Systems Engineer

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

SUMMARY

Desktop Support Specialist with 3+ years of Tier 2 support experience in Managed Service Provider (MSP) environments. Proficient in Windows environments, Office 365, Azure Active Directory, and LAN/WAN networks including Cisco and SonicWall. Strong skills in scripting with PowerShell and Python, complemented by a focus on customer service, problem-solving, and teamwork.

EXPERIENCE

Information Technology Support Specialist
Tolleson Union High School District
📅 Jun 2022 – Ongoing 📍 Avondale, AZ

Provided Tier 2 desktop and network support in Windows environment
- Managed Office 365 and Azure Active Directory, including user setup, configuration, and troubleshooting in a multi-domain setup
- Supported LAN/WAN infrastructure, configuring Cisco routers, SonicWall firewalls, and ensuring network reliability and security

Enhanced support efficiency through scripting and automation
- Developed PowerShell scripts to automate common support tasks, reducing resolution times by 20% and improving ticket management
- Assisted with mentoring Tier 1 support staff, providing training and guidance on technical issues and best practices

Owner & Software Developer
by The Lindemans
📅 Dec 2022 – Ongoing 📍 Glendale, AZ

Managed IT infrastructure and desktop support
- Set up, deployed, and supported computers, laptops, and mobile devices across a 95% Windows environment
- Implemented and managed Azure AD, Office 365, and network configurations, improving accessibility and security for remote operations

Developed solutions and scripts to improve support processes
- Utilized Python and PowerShell to automate repetitive tasks, increasing operational efficiency and accuracy
- Documented troubleshooting procedures and created knowledge base articles to support faster resolution for end-users

Mission Technology Specialist
The Church of Jesus Christ of Latter-Day Saints
📅 May 2020 – May 2022 📍 Syracuse, NY

Provided IT support across a multi-site network
- Supported desktop and network operations, troubleshooting issues in Windows and MacOS environments to ensure continuity
- Collaborated with team members to deliver training, mentorship, and guidance on IT best practices for seamless operations

Assisted in IT projects and infrastructure improvements
- Contributed to the deployment and maintenance of LAN/WAN infrastructure, enhancing network performance and connectivity
- Used critical thinking to solve complex IT issues, applying creative solutions to improve system reliability

EDUCATION

Bachelor of Science in Technological Entrepreneurship and Management
Arizona State University
📅 Expected May 2026 📍 Online
- Current 4.0 GPA
- Coursework includes Network Management, IT Support, and Systems Automation

Associate of Science in Computer Science
Rio Salado College
📅 August 2024 📍 Tempe, AZ
- Graduated Summa Cum Laude with 3.9 GPA

SKILLS

Tier 2 Support   Windows Administration   Office 365   Azure Active Directory   LAN/WAN Networks   Cisco / SonicWall   PowerShell   Python

Technical Troubleshooting   Customer Service   IT Asset Deployment   Training Mentorship