# **ENOCH LINDEMAN**

### IT Systems Analyst / IT Infrastructure Specialist

enoch@lindeman.family

**(**619) 333-8221

in www.linkedin.com/in/enoch-lindeman

San Diego, CA

# **SUMMARY**

Experienced IT Systems Analyst with over 5 years of expertise in supporting IT infrastructure, implementing cloud solutions, and enhancing end-user operations. Proficient in managing Microsoft 365 environments, network security, and root cause analysis. Adept at deploying IT systems, supporting end users, and collaborating across teams to deliver robust IT solutions. Committed to driving technology innovation and efficiency within dynamic, community-focused organizations.

# **EXPERIENCE**

#### IT Systems Analyst

Jun 2018 – Ongoing

Tolleson Union High School District

Avondale, AZ

Implemented and supported IT infrastructure for end users

- Managed Microsoft 365 suite, network security, and VoIP systems, ensuring secure and efficient operations across all departments.
- Assisted in the deployment of cloud-based systems (Azure, AWS), enhancing scalability and improving user productivity.

Provided cross-functional IT support

- Collaborated with external service providers to ensure continuous service availability for end users, achieving 98% satisfaction in service desk performance.
- Conducted root cause analysis for hardware and software issues, leading to a 20% reduction in recurring incidents.

## IT Support Specialist

by The Lindemans
• Glendale, AZ

Supported network administration and end-user IT operations

- Assisted with configuring and maintaining network devices, firewalls, and servers to ensure high availability and secure access.
- Provided user support for Microsoft 365, including email, SharePoint, and Teams, improving collaboration and efficiency.

Enhanced IT processes and compliance

- Implemented IT best practices, change management, and compliance procedures to ensure system security and integrity.
- Developed training materials and conducted workshops for staff, improving system adoption and understanding.

## **EDUCATION**

#### Bachelor of Science in Information Systems

Graduated May 2015

Arizona State University

▼ Tempe, AZ

• Specialization in IT Infrastructure Management and Cloud Solutions.

## CERTIFICATIONS

#### Microsoft Certified: Azure Administrator Associate

20202018

CompTIA Network+ Certified

Microsoft CompTIA

# **SKILLS**

Microsoft 365 (Admin)

Azure / AWS Cloud

**Network Security** 

VoIP Systems

SharePoint Administration

IT Infrastructure

**Root Cause Analysis** 

Project Management IT Compliance Service Desk Support