

ENOCH LINDEMAN

Technical Support Specialist / Customer Success Advocate Cofounder & Owner, by The Lindemans, LLC

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

EXPERIENCE

Technical Support Specialist – Customer Success Troubleshooting | Jun 2022 - Ongoing

Tolleson Union High School District

Avondale, AZ

Provided post-implementation technical support to clients, troubleshooting escalated issues

- Assisted clients with platform configuration and data management, ensuring seamless functionality across
- Developed ticket management strategies to adhere to SLAs, improving response time and client satisfaction

Collaborated cross-functionally to resolve client issues and optimize processes

- Worked closely with Client Success Managers and internal teams to provide accurate, solution-oriented advice for technical problems
- Provided feedback to product teams based on client interactions, driving improvements in UX/UI and functionality

Owner & Customer Support Specialist

Mission Technology Specialist

May 2020 – May 2022

Dec 2022 – Ongoing

Managed customer-facing interactions and provided technical support across platforms

- Provided support for platform configuration, data management, and troubleshooting, ensuring customer satisfaction
- Created support macros and contributed to the development of technical documentation to streamline responses to common requests

by The Lindemans ♀ Glendale, AZ

Mentored junior team members and contributed to best practices

- Mentored and coached junior team members on support strategies, ensuring a focus on client satisfaction and process improvement
- Contributed to the internal knowledge base and helped develop ticketing processes for the support team

The Church of Jesus Christ of Latter-Day Saints

♀ Syracuse, NY

Provided technical support and training for distributed systems across multiple teams

- Assisted users in troubleshooting and resolving system issues, providing timely and accurate solutions
- Contributed to process improvements and implemented new support strategies to improve team efficiency

Collaborated with cross-functional teams to deliver technical support

- · Worked with internal and external stakeholders to resolve escalated issues and improve overall system performance
- Created and maintained documentation to ensure knowledge transfer and support continuity

EDUCATION

Expected May 2026

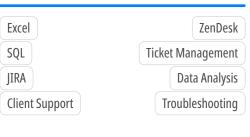
Bachelor of Science in Technological Entrepreneurship and Management

Online

SUMMARY

Specialist with experience Technical Support providing post-implementation support, troubleshooting escalated issues, collaborating departments to exceed client across expectations. Proficient in Excel, ZenDesk, and data analysis with a strong focus on customer satisfaction and process improvement. Adept at synthesizing complex technical concepts into digestible information for clients, ensuring accurate and effective solutions.

TOOLS



SKILLS



PROGRAMS

Google Workspace Visual Studio Code Microsoft Office365 **SOL** Databases

KNOWLEDGE

Consultative Support Customer Satisfaction Problem Solving Product Knowledge **Customer Feedback Process Automation**

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

- Specializing in technical support, customer relations, and process improvement
- 4.0 GPA

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Rio Salado College

♀ Tempe, AZ

• Graduated Summa Cum Laude with 3.9 GPA