ENOCH LINDEMAN

Tier 3 Engineer / SaaS Technical Support Specialist

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

SUMMARY

Tier 3 Engineer with experience in SaaS systems, REST API, and database management (MongoDB). Skilled in troubleshooting complex technical issues, collaborating with RD teams, and serving as a technical focal point for customer-facing teams. Strong analytical skills, problem-solving abilities, and experience working in high-pressure environments. Committed to optimizing and automating operational processes for enhanced customer satisfaction.

EXPERIENCE

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

Provided Tier 2/3 technical support for SaaS systems
- Resolved escalated technical issues by collaborating with product and development teams, ensuring minimal downtime and customer satisfaction
- Worked with REST APIs to troubleshoot integration issues and ensure seamless connectivity between platforms
- Analyzed and managed MongoDB databases to address data-related malfunctions, optimizing performance and data accuracy

Enhanced operational processes and customer support
- Acted as a technical focal point for customer-facing teams, providing clear communication and guidance on complex technical matters
- Developed tools and scripts to assist in issue resolution, improving support efficiency and response times by 20
- Maintained a high level of performance in a fast-paced, dynamic environment, adapting to evolving product features and customer needs

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

Developed and supported SaaS applications
- Provided Tier 3-level support for complex SaaS applications, working directly with RD teams to resolve product issues and improve functionality
- Utilized REST APIs for integrating various platforms into a unified dashboard, ensuring data consistency and system reliability
- Analyzed system logs and user reports to identify root causes of issues, implementing solutions that enhanced system performance

Improved system reliability and customer experience
- Managed and optimized MongoDB databases, ensuring data integrity and scalability for SaaS applications
- Collaborated with customer-facing teams to deliver clear technical guidance, improving user understanding and satisfaction
- Created technical documentation for internal use, supporting knowledge sharing and efficient troubleshooting

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

Supported digital systems and user operations
- Provided technical support for cloud-based applications, troubleshooting issues related to system performance and user access
- Analyzed user feedback and system logs to identify recurring issues, working with development teams to implement long-term solutions
- Assisted in database management and API integration to ensure reliable access to digital tools and services

Optimized user experience and system support
- Acted as a liaison between users and technical teams, ensuring clear communication and prompt issue resolution
- Improved technical documentation and user guides, enhancing knowledge transfer and support efficiency

EDUCATION

Bachelor of Science in Technological Entrepreneurship and Management
Arizona State University
📅 Expected May 2026 📍 Online
- Focus on SaaS Solutions, Technical Support, and Database Management; currently maintaining a 4.0 GPA

Associate of Science in Computer Science
Rio Salado College
📅 August 2024 📍 Tempe, AZ
- Graduated Summa Cum Laude with 3.9 GPA; coursework included SaaS Systems, REST API Integration, and MongoDB Management

SKILLS

Tier 3 Support | SaaS Systems | REST API | MongoDB | Troubleshooting | Technical Escalation | Customer Support | Problem-Solving | Technical Documentation | RD Collaboration