ENOCH LINDEMAN

Systems Engineer / Tier 1 IT Support Specialist

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

SUMMARY

Systems Engineer with experience in Tier 1 support, cloud services (Microsoft 365, Azure, Google Enterprise), and network troubleshooting. Skilled in managing user accounts, performing system maintenance, and resolving technical issues for workstations, servers, and cloud environments. Dedicated problem-solver with strong documentation and communication skills, committed to providing timely support and maintaining data integrity.

EXPERIENCE

Information Technology Support Specialist
Tolleson Union High School District

📅 Jun 2022 – Ongoing   📍 Avondale, AZ

Provided Tier 1 helpdesk support for cloud and on-premises systems
- Resolved issues related to workstations, servers, and cloud services, ensuring minimal downtime and high user satisfaction
- Assisted in the management and implementation of Microsoft 365, Azure, and Google Enterprise services, supporting seamless operation across the infrastructure
- Managed user accounts and permissions through Active Directory, ensuring secure access and compliance with security protocols

Supported network configurations and documentation
- Configured DNS, VPNs, and firewalls to maintain secure and reliable network connectivity
- Conducted asset management tasks, including inventory tracking, warranty management, and lifecycle classification
- Maintained clear and accurate documentation of processes, configurations, and system diagrams to support team efficiency

Software Developer & IT Support Specialist
by The Lindemans

📅 Dec 2022 – Ongoing   📍 Glendale, AZ

Managed cloud services and workstation support
- Assisted with the implementation of cloud services (Microsoft 365, SharePoint, OneDrive), supporting users in configuration and troubleshooting
- Provided helpdesk support for Mac, Linux, and Windows operating systems, ensuring optimal workstation performance
- Participated in cloud and on-premises migrations, minimizing disruption and maintaining system availability

Enhanced security and disaster recovery initiatives
- Supported data backup and disaster recovery strategies, ensuring the protection and availability of critical data
- Applied security best practices in system configurations, enhancing overall infrastructure security and compliance
- Collaborated with cross-functional teams to resolve technical challenges and improve system performance

Mission Technology Specialist
The Church of Jesus Christ of Latter-Day Saints

📅 May 2020 – May 2022   📍 Syracuse, NY

Delivered on-site and remote IT support
- Provided first-line support for workstations and network systems, troubleshooting issues and escalating complex problems as needed
- Configured and maintained user accounts, ensuring proper access control and adherence to security protocols
- Assisted in the setup and maintenance of servers, workstations, and network devices, maintaining high availability and performance

Supported user training and documentation
- Created user guides and technical documentation to enhance user understanding and streamline support processes
- Participated in disaster recovery planning, including regular backups and restoration testing to ensure data integrity
- Demonstrated strong problem-solving skills and adaptability in a fast-paced, dynamic work environment

EDUCATION

Bachelor of Science in Technological Entrepreneurship and Management
Arizona State University

📅 Expected May 2026   📍 Online

- Focus on Cloud Computing, IT Support, and Network Security; 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 IT Support, Cloud Services, and Network Administration

SKILLS

Tier 1 Support | Microsoft 365 | Google Enterprise | Active Directory | Network Troubleshooting | Cloud Migration | Documentation | VPN Configuration | DNS Management | Disaster Recovery | Asset Management | Problem-Solving