

ENOCH LINDEMAN

Technical Support Engineer / System Administrator
Technology Support Specialist / Help Desk

✉ enoch@lindeman.family ☎ (619) 333-8221
in www.linkedin.com/in/enoch-lindeman 📍 San Diego, CA

Hiring Management Team
Company Name

To whom it may concern:

I am excited to apply for the Support Engineer position at GitHub. With over three years of experience in technical support and system administration, along with a passion for helping developers, I am confident in my ability to contribute effectively to your team. My strong customer service skills, technical knowledge, and dedication to process improvement make me a great fit for this role.

In my current role as an IT Support Specialist at Tolleson Union High School District, I handle a high volume of technical tickets related to device management, network issues, and user accounts. By developing an automated support app, I reduced ticket volume by 90%, demonstrating my ability to improve processes and provide timely solutions. I am excited to bring my expertise in ticket handling and process optimization to GitHub, where I can help developers resolve issues quickly and efficiently.

I am particularly drawn to GitHub's mission to empower developers and foster collaboration. While I have experience supporting web apps, my proficiency in troubleshooting and customer advocacy aligns well with GitHub's focus on high-quality customer support. I am eager to expand my knowledge in GitHub's platform and continue growing as part of your team.

Thank you for considering my application. I look forward to the opportunity to discuss how my experience in technical support, process improvement, and customer service can contribute to GitHub's mission.

Respectfully,
Enoch Lindeman