# **ENOCH LINDEMAN**

#### Desktop Support Specialist / IT Systems Engineer

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San Diego, CA

## **SUMMARY**

Desktop Support Specialist with 3+ years of Tier 2 support experience in Managed Service Provider (MSP) environments. Proficient in Windows environments, Office 365, Azure Active Directory, and LAN/WAN networks including Cisco and SonicWall. Strong skills in scripting with PowerShell and Python, complemented by a focus on customer service, problem-solving, and teamwork.

## **EXPERIENCE**

#### Information Technology Support Specialist

Jun 2022 - Ongoing

Provided Tier 2 desktop and network support in Windows environment

- Managed Office 365 and Azure Active Directory, including user setup, configuration, and troubleshooting in a multi-domain setup
- Supported LAN/WAN infrastructure, configuring Cisco routers, SonicWall firewalls, and ensuring network reliability and security

Tolleson Union High School District

Avondale, AZ

by The Lindemans

Syracuse, NY

Enhanced support efficiency through scripting and automation

- Developed PowerShell scripts to automate common support tasks, reducing resolution times by 20% and improving ticket management
- Assisted with mentoring Tier 1 support staff, providing training and guidance on technical issues and best practices

#### **Owner & Software Developer**

Dec 2022 – Ongoing

Managed IT infrastructure and desktop support

- Set up, deployed, and supported computers, laptops, and mobile devices across a 95% Windows environment
- Implemented and managed Azure AD, Office 365, and network configurations, improving accessibility and security for remote operations

♥ Glendale, AZ Developed solutions and scripts to improve support processes

- Utilized Python and PowerShell to automate repetitive tasks, increasing operational efficiency and accuracy
- Documented troubleshooting procedures and created knowledge base articles to support faster resolution for end-users

#### Mission Technology Specialist

May 2020 – May 2022

Provided IT support across a multi-site network

- Supported desktop and network operations, troubleshooting issues in Windows and MacOS environments to ensure continuity
- Collaborated with team members to deliver training, mentorship, and guidance on IT best practices for seamless operations

Assisted in IT projects and infrastructure improvements

The Church of Jesus Christ of Latter-Day Saints

- Contributed to the deployment and maintenance of LAN/WAN infrastructure, enhancing network performance and connectivity
- Used critical thinking to solve complex IT issues, applying creative solutions to improve system reliability

### **EDUCATION**

#### Bachelor of Science in Technological Entrepreneurship and Management

Expected May 2026

Current 4.0 GPA

Coursework includes Network Management, IT Support, and Systems Automation

Arizona State University

**♀** Online

#### Associate of Science in Computer Science

August 2024

· Graduated Summa Cum Laude with 3.9 GPA

Rio Salado College ▼ Tempe, AZ

## **SKILLS**

Tier 2 Support

Windows Administration

Office 365

Azure Active Directory

LAN/WAN Networks

Cisco / SonicWall

PowerShell

Python

Technical Troubleshooting

**Customer Service** 

IT Asset Deployment

Training Mentorship