ENOCH LINDEMAN

Support Engineer / Application Engineering Enthusiast

enoch@lindeman.family

(619) 333-8221

in www.linkedin.com/in/enoch-lindeman

San Diego, CA

SUMMARY

Support Engineer with a background in Electrical Engineering and hands-on experience in supporting test and measurement technologies. Proficient in troubleshooting, managing technical inquiries, and developing user-centric support materials. Skilled in Python and C/C++, with a strong sense of urgency to deliver high-quality support and improve user experience. Adaptable to global teams and dynamic work environments, with a passion for learning and contributing to next-generation technology.

EXPERIENCE

Technical Support Specialist

Jun 2021 - Ongoing

Contributed to support documentation and troubleshooting

Provided front-line support for technical issues

- Managed and triaged technical inquiries from users via email and chat, delivering prompt solutions and referencing documentation for accuracy.
- Assisted in testing software updates and hardware configurations to ensure compatibility and improved performance for end-users.

Tolleson Union High School District

◆ Avondale, AZ

Developed application notes, technical guides, and knowledge base content to enhance

- user support resources.
- Collaborated with the engineering team to replicate and escalate complex bug reports, aiding in faster issue resolution.

Assisted in testing and measurement projects

- Supported hardware and software testing on signal processing devices, contributing to product validation and refinement.
- Gained hands-on experience with Python for scripting tests and analyzing data from measurement devices.

Collaborated with global teams

- Worked remotely with teams across different time zones, demonstrating flexibility and effective communication in a fast-paced environment.
- Developed a clear understanding of test and measurement equipment, improving technical support strategies for global users.

EDUCATION

Bachelor of Science in Electrical Engineering

Graduated May 2022

• Specialization in Digital Signal Processing and Instrumentation.

Arizona State University

♀ Online

SKILLS

Python	C/C++ Technical Support	Signal Processing	Hardware/Software Testing	Documentation	Troubleshooting	Collaboration
Customer Support Agile Environment						