# **ENOCH LINDEMAN**

Junior Solutions Architect / SaaS Cybersecurity Specialist

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San Diego, CA

# **SUMMARY**

Junior Solutions Architect with experience in SaaS implementation, technical support, and cloud infrastructure. Skilled in IdP management, problem-solving, and customer engagement. Passionate about enhancing digital security, improving processes, and delivering seamless solutions that improve user experiences. Strong collaborator, dedicated to refining documentation and expanding knowledge in cybersecurity.

# **EXPERIENCE**

## **Information Technology Support Specialist**

Jun 2022 - Ongoing

Avondale, AZ

by The Lindemans

**♀** Glendale, AZ

Tolleson Union High School District

Provided customer-facing support and SaaS implementation

- Engaged directly with users to support the implementation and troubleshooting of SaaS solutions, including cloud-based identity and access management systems
- Assisted in integrating IdP providers, configuring policies, and managing secure access, improving user adoption and overall security
- Collaborated with teams to refine support processes, improving user documentation and knowledge base materials for internal and external use

Enhanced cybersecurity and customer experience

- Developed and tested solutions for device trust and single sign-on (SSO) configurations, ensuring seamless access and data protection
- Worked closely with Onboarding teams to plan and execute implementations, ensuring successful integration of new technologies
- Recorded instructional videos for customers, providing clear guidance on complex tasks and improving overall user experience

## Software Developer & Cybersecurity Enthusiast

Dec 2022 – Ongoing

Developed SaaS solutions with a focus on security

- Built and managed SaaS applications, focusing on secure access management and implementing cybersecurity best practices
- Collaborated with teams to test and refine solutions, identifying root causes of customer issues and developing effective workarounds
- Created detailed documentation and user guides, supporting both technical teams and end-users in understanding software functionality

Supported solution development and team collaboration

- Acted as a resource for go-to-market strategies, providing technical insights on product implementation and integration challenges
- Managed API integrations for seamless communication between SaaS products, improving user workflows and data consistency
- Nurtured healthy relationships across teams, ensuring effective communication and collaboration in delivering solutions

#### Mission Technology Specialist

May 2020 – May 2022

The Church of Jesus Christ of Latter-Day Saints

Syracuse, NY

- Supported digital security and technical implementation
- Assisted in implementing secure cloud solutions, managing user access, and maintaining compliance with security protocols
- Collaborated with technical teams to enhance documentation, creating knowledge base content that improved support efficiency
- Provided technical support for secure digital applications, ensuring users had safe and easy access to resources

Improved processes and user satisfaction

- Identified and resolved security vulnerabilities, enhancing the safety and reliability of digital tools and applications
- Developed and refined training materials for users, supporting a smooth onboarding experience and increasing user confidence

#### EDUCATION

# Bachelor of Science in Technological Entrepreneurship and Management

Expected May 2026

· Focus on Cybersecurity, SaaS Solutions, and Cloud Infrastructure; currently maintaining a 4.0 GPA

Arizona State University

Online

#### Associate of Science in Computer Science

August 2024

• Graduated Summa Cum Laude with 3.9 GPA; coursework included SaaS, IdP Configuration, and Security Best Practices

Rio Salado College Tempe, AZ

# **SKILLS**

SaaS Implementation Cybersecurity IdP Management SSO Cloud Infrastructure API Integration Problem-Solving Customer Support

Technical Documentation Team Collaboration Solution Development