ENOCH LINDEMAN

Support Engineer / Linux Cloud Specialist

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

SUMMARY

Support Engineer with experience in Linux systems, cloud computing, and AI workloads. Skilled in troubleshooting technical issues, providing customer support, and collaborating with development teams to resolve complex problems. Passionate about AI and its transformative potential, with strong problem-solving abilities and a proactive, customer-oriented approach. Comfortable working in fast-paced, dynamic environments with flexible hours.

EXPERIENCE

Information Technology Support Specialist
📅 Jun 2022 – Ongoing

Tolleson Union High School District
📍 Avondale, AZ

Provided Linux-based technical support and troubleshooting
- Supported Linux systems for end-users, resolving software and hardware issues to ensure smooth operation of AI workloads
- Troubleshot and resolved cloud-based infrastructure issues, including server performance, network connectivity, and system irregularities
- Collaborated with IT and development teams to escalate complex issues and implement long-term solutions

Enhanced customer support and documentation
- Delivered technical support to users via email, chat, and phone, ensuring timely responses and maintaining a high level of customer satisfaction
- Maintained and updated support documentation, providing clear instructions for common issues and best practices
- Participated in on-call rotations to ensure 24/7 coverage, addressing urgent issues promptly and effectively

Software Developer & AI Enthusiast
📅 Dec 2022 – Ongoing

by The Lindemans
📍 Glendale, AZ

Developed cloud-based solutions for AI workloads
- Worked with cloud platforms to build and manage AI applications, focusing on GPU optimization and resource allocation
- Supported AI developers by troubleshooting performance issues, implementing solutions that improved workload efficiency
- Monitored system performance, identifying and resolving irregularities to maintain stability and availability

Improved user experience and system support
- Provided technical guidance to users, addressing AI-related issues and offering best practices for running workloads efficiently
- Created user guides and tutorials to assist customers in utilizing cloud resources and AI tools effectively
- Acted as a point of contact for technical support, ensuring clear communication and quick resolution of issues

Mission Technology Specialist
📅 May 2020 – May 2022

The Church of Jesus Christ of Latter-Day Saints
📍 Syracuse, NY

Supported digital infrastructure and AI projects
- Managed Linux servers and cloud-based applications, ensuring reliable operation and access for AI-related activities
- Troubleshot hardware and software issues related to AI tools, collaborating with technical teams to implement effective solutions
- Monitored system performance, reporting irregularities and addressing issues to maintain optimal operation

Enhanced support processes and customer interactions
- Provided technical support for cloud applications, assisting users with AI tools and cloud resources
- Demonstrated strong problem-solving skills in dynamic environments, quickly adapting to changing requirements

EDUCATION

Bachelor of Science in Technological Entrepreneurship and Management
📅 Expected May 2026

Arizona State University
📍 Online

- Focus on Cloud Computing, AI Workloads, and Linux Systems; currently maintaining a 4.0 GPA

Associate of Science in Computer Science
📅 August 2024

Rio Salado College
📍 Tempe, AZ

- Graduated Summa Cum Laude with 3.9 GPA; coursework included Linux Administration, Cloud Computing, and AI Concepts

SKILLS

Linux Systems   Cloud Computing   GPU Technologies   AI Workloads   Customer Support   Technical Troubleshooting   Documentation

Problem-Solving   Remote Work   On-Call Support   Collaboration