

# ENOCH LINDEMAN

Technical Support Specialist / Customer Success Advocate  
Cofounder & Owner, by The Lindemans, LLC

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

## EXPERIENCE

**Technical Support Specialist – Customer Success Troubleshooting**    Tolleson Union High School District  
📅 Jun 2022 – Ongoing    📍 Avondale, AZ

- Provided post-implementation technical support to clients, troubleshooting escalated issues
- Assisted clients with platform configuration and data management, ensuring seamless functionality across systems
  - Developed ticket management strategies to adhere to SLAs, improving response time and client satisfaction

- Collaborated cross-functionally to resolve client issues and optimize processes
- Worked closely with Client Success Managers and internal teams to provide accurate, solution-oriented advice for technical problems
  - Provided feedback to product teams based on client interactions, driving improvements in UX/UI and functionality

**Owner & Customer Support Specialist**    by The Lindemans  
📅 Dec 2022 – Ongoing    📍 Glendale, AZ

- Managed customer-facing interactions and provided technical support across platforms
- Provided support for platform configuration, data management, and troubleshooting, ensuring customer satisfaction
  - Created support macros and contributed to the development of technical documentation to streamline responses to common requests

- Mentored junior team members and contributed to best practices
- Mentored and coached junior team members on support strategies, ensuring a focus on client satisfaction and process improvement
  - Contributed to the internal knowledge base and helped develop ticketing processes for the support team

**Mission Technology Specialist**    The Church of Jesus Christ of Latter-Day Saints  
📅 May 2020 – May 2022    📍 Syracuse, NY

- Provided technical support and training for distributed systems across multiple teams
- Assisted users in troubleshooting and resolving system issues, providing timely and accurate solutions
  - Contributed to process improvements and implemented new support strategies to improve team efficiency

- Collaborated with cross-functional teams to deliver technical support
- Worked with internal and external stakeholders to resolve escalated issues and improve overall system performance
  - Created and maintained documentation to ensure knowledge transfer and support continuity

## EDUCATION

**Bachelor of Science in Technological Entrepreneurship and Management**    Arizona State University  
📅 Expected May 2026    📍 Online

## SUMMARY

Technical Support Specialist with experience providing post-implementation support, troubleshooting escalated issues, and collaborating across departments to exceed client expectations. Proficient in Excel, ZenDesk, and data analysis with a strong focus on customer satisfaction and process improvement. Adept at synthesizing complex technical concepts into digestible information for clients, ensuring accurate and effective solutions.

## TOOLS

Excel

SQL

JIRA

Client Support

ZenDesk

Ticket Management

Data Analysis

Troubleshooting

## PROGRAMS

Visual Studio Code

Microsoft Office365

Google Workspace

SQL Databases

## SKILLS

Technical Support

Troubleshooting

Data Management

Cross-Functional Collaboration

Mentorship

Ticketing Systems

Client Relations

Process Improvement

Escalation Management

Quality Assurance

## KNOWLEDGE

Customer Satisfaction

Problem Solving

Process Automation

Consultative Support

Product Knowledge

Customer Feedback

Authorized to work in the US for any employer  
References available upon request

- Specializing in technical support, customer relations, and process improvement
- 4.0 GPA

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## Associate of Science in Computer Science

 August 2024

- Graduated Summa Cum Laude with 3.9 GPA

Rio Salado College

 Tempe, AZ