

# ENOCH LINDEMAN

Tier 3 Engineer / SaaS Technical Support Specialist

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Hiring Management Team  
Guesty

To whom it may concern:

I am excited to apply for the Tier 3 Engineer position at Guesty. With experience in SaaS systems, REST API integration, and MongoDB management, I am eager to contribute to Guesty's mission of transforming hospitality through innovative technology. My background in troubleshooting complex issues, collaborating with RD teams, and supporting customer-facing teams aligns well with the requirements of this role.

In my role as an IT Support Specialist at Tolleson Union High School District, I provided Tier 2/3 support for SaaS systems, working closely with product teams to resolve escalated technical issues. I have a strong understanding of REST APIs, which I have used to troubleshoot integration issues and optimize platform performance. I also have experience managing MongoDB databases, ensuring data integrity and reliability in dynamic environments.

As a Software Developer at by The Lindemans, I supported complex SaaS applications, collaborating with development teams to resolve malfunctions and enhance product performance. I have served as a technical focal point for customer-facing teams, providing clear communication and tools to improve support efficiency. My focus on problem-solving and user experience drives my commitment to delivering reliable, scalable solutions.

I am particularly excited about this opportunity because of Guesty's commitment to automating and optimizing hospitality operations. My technical expertise, problem-solving skills, and dedication to improving customer experiences make me a strong fit for your team.

I would welcome the opportunity to discuss how my experience aligns with the Tier 3 Engineer role at Guesty. Thank you for considering my application. I look forward to the possibility of contributing to your team and supporting your mission.

Respectfully,  
Enoch Lindeman