

ENOCH LINDEMAN

IT Engineer / Linux Web Application Specialist

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

SUMMARY

Skilled IT Engineer with over 5 years of experience in Linux administration, web application support, and helpdesk Level 1-2 support. Extensive background in troubleshooting, network optimization, and managing server environments (Linux and Windows). Strong experience with IP networking, VPNs, firewalls, and secure network protocols. Adept at supporting critical systems, including dialer systems (Five9, NICE, Genesys), with a focus on customer service and operational efficiency. Willing to learn new technologies and improve processes to optimize systems and user experiences.

EXPERIENCE

IT Engineer

📅 Jun 2018 – Ongoing

Administered and supported Linux and Windows server environments

- Managed Linux-based web applications, providing technical support and troubleshooting for users.
- Baseline configuration, optimization, and troubleshooting of network infrastructure, including VPNs, firewalls, and Windows environments.

Tolleson Union High School District

📍 Avondale, AZ

Led network optimization and server troubleshooting efforts

- Implemented and maintained secure network protocols, ensuring the reliability and performance of services.
- Collaborated with development teams for the seamless deployment of web applications, including performance monitoring and optimizations.

Helpdesk Support Specialist (Level 1-2)

📅 Dec 2015 – Jun 2018

Provided technical support and resolved complex issues

- Delivered helpdesk Level 1-2 support, troubleshooting network, server, and software issues for internal users.
- Ensured compliance with security protocols and optimized server environments to improve system performance.

by The Lindemans

📍 Glendale, AZ

Collaborated with IT teams to implement system upgrades

- Assisted with server environment management, implementing and troubleshooting Linux systems, and improving network configurations.
- Conducted regular audits of network systems to identify performance bottlenecks and improve uptime.

EDUCATION

Bachelor of Science in Information Technology

📅 Graduated May 2015

- Focus on Network Infrastructure, Linux Administration, and Web Application Support.

Arizona State University

📍 Tempe, AZ

CERTIFICATIONS

Linux+ Certification

📅 2020

📅 2021

AWS Certified Cloud Practitioner

CompTIA

Amazon Web Services

SKILLS

Linux Server Administration

Windows 10/11

Network Security (SSL/TLS, VPNs, Firewalls)

Five9 / NICE / Genesys

IP Networking (TCP/IP)

Helpdesk Level 1-2 Support

Automation (Bash, Python)

Virtualization (VMware)

Monitoring Tools (Nagios, Zabbix)

AWS / Azure (Basic)