ENOCH LINDEMAN

Field Remote IT Support Specialist / Network Technician

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

SUMMARY

IT professional with 3+ years of experience in field and remote technical support, specializing in network deployment, cloud server applications, and desktop support. Skilled in configuring network hardware, managing virtual environments, and providing responsive help desk support. Committed to delivering high-quality customer service and adapting quickly to changing technologies.

EXPERIENCE

Information Technology Support Specialist
Tolleson Union High School District

📅 Jun 2022 – Ongoing   📍 Avondale, AZ

Supported field and remote technology deployments
- Configured and deployed network hardware for large educational institution, ensuring optimal performance and security
- Set up and maintained workstations and servers, including Azure cloud services, Active Directory, and Office 365 environments

Provided responsive help desk support
- Delivered remote troubleshooting for a wide range of platforms, reducing ticket response times by 30%
- Implemented security protocols and managed firewall configurations to enhance network security and compliance

Owner & Software Developer
by The Lindemans

📅 Dec 2022 – Ongoing   📍 Glendale, AZ

Developed technical solutions for business operations
- Deployed cloud-based services and managed virtual environments, streamlining business processes and improving reliability
- Configured network devices, including SonicWall firewalls, to ensure secure and efficient operations

Managed IT infrastructure for small business
- Maintained hybrid work environments by managing both on-site and remote support, addressing hardware and software issues promptly
- Ensured continuity of business operations by developing backup and recovery solutions for data protection

Mission Technology Specialist
The Church of Jesus Christ of Latter-Day Saints

📅 May 2020 – May 2022   📍 Syracuse, NY

Supported IT operations in a remote setting
- Provided on-site and remote support for network and desktop systems, facilitating seamless operations across multiple locations
- Configured VPNs, cloud services, and virtual machines to enable remote work and secure data access

Maintained network infrastructure
- Monitored network performance and implemented proactive measures to ensure system reliability and uptime
- Conducted regular security audits and troubleshooting to identify and resolve potential vulnerabilities

EDUCATION

Bachelor of Science in Technological Entrepreneurship and Management
Arizona State University

📅 Expected May 2026   📍 Online

- Current 4.0 GPA
- Coursework includes Network Security, Virtualization, and Cloud Computing

Associate of Science in Computer Science
Rio Salado College

📅 August 2024   📍 Tempe, AZ

- Graduated Summa Cum Laude with 3.9 GPA

SKILLS

Network Configuration   Firewall Management (SonicWall, Cisco)   Azure Cloud Services   Virtualization (VMware, Hyper-V)   Active Directory
Office 365   Desktop Deployment   Help Desk Support   Customer Service   Technical Troubleshooting   Remote Support   Project Planning
Adaptability   Problem Solving