



# ENOCH LINDEMAN

Technical Support Engineer / Linux System Administrator  
Technology Support Specialist / Help Desk

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## EXPERIENCE

### Information Technology Support Specialist

Tolleson Union High School District

Jun 2022 – Ongoing

Avondale, AZ

- Oversaw 1:1 deployment of 3,000 devices on campus
- First point of contact for issues regarding internet-connected devices, troubleshooting and resolving issues quickly
  - Ensured all devices met staff and students' needs, improving operational efficiency and ensuring system security

- Developed Microsoft Power App for 14,000 users
- Reduced user information requests by over 90% by integrating Office365 and SharePoint data to improve access to critical information
  - Automated ticketing and support workflows, reducing response time by 30

### Mission Technology Specialist

The Church of Jesus Christ of Latter-Day Saints

May 2020 – May 2022

Syracuse, NY

- Led transition to remote work
- Supported over 3,000 users transitioning from in-person to remote workflows, ensuring seamless operations
  - Developed and executed system improvements, enhancing efficiency and system reliability during remote transitions

- Automated repetitive tasks
- Streamlined congregation's weekly program automation, saving significant manual work hours
  - Established decentralized frameworks for service opportunity classification, improving workflow utilization

## EDUCATION

### Bachelor of Science in Technological Entrepreneurship and Management

Arizona State University

Expected May 2026

Online

- Relevant coursework: Networking, System Administration, Project Management, Data Security

### Associate of Science in Computer Science

Rio Salado College

August 2024

Tempe, AZ

- Graduated Summa Cum Laude with 3.9 GPA

## SUMMARY

A highly skilled technical support engineer with experience in Linux system administration, end-user support, and process automation. Passionate about leveraging technology to solve complex problems, improve efficiency, and provide outstanding customer service. Proven ability to troubleshoot and resolve issues while ensuring seamless system operations across various platforms.

## TOOLS

Python

Linux

Microsoft Power Apps

Networking

Firewall

SQL

Bash

REST APIs

WebAssembly

Security Protocols

Clustering

Scripting

## SKILLS

Linux System Administration

Customer Service

Networking

Device Management

Firewall Security

Cross-Department Communication

Adaptability

Technical Support

Process Automation

Troubleshooting

Collaboration

Problem Solving

## KNOWLEDGE

Linux (RHEL)

Data Security

Process Documentation

CI/CD

Scripting (Bash, Python)

System Troubleshooting

Cloud Management

Machine Learning

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