ENOCH LINDEMAN

Systems Analyst / Linux Expert Virtualization System Improvement Specialist

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in www.linkedin.com/in/enoch-lindeman

San Diego, CA

SUMMARY

Systems Analyst with expertise in business process automation, analyzing complex technical systems, and providing innovative solutions to improve operational efficiency. With over 5 years of experience in systems analysis, network troubleshooting, and technical support, I am dedicated to delivering reliable and scalable technical solutions.

EXPERIENCE

Information Technology Support Specialist

Jun 2022 - Ongoing

Created support app for 14,000 users in district

Avondale, AZ

by The Lindemans

♀ Glendale, AZ

Syracuse, NY

Tolleson Union High School District

Oversaw 1:1 deployment of 3,000 devices on campus

- · Analyzed and improved existing IT procedures to support operational needs of educational staff and students
- Automated troubleshooting procedures to reduce downtime and optimize system functionality
- · Provided solutions to streamline device management and system administration, increasing efficiency by 25%

- Collaborated with end-users to gather requirements for a custom support app that integrated O365 and SharePoint
- Conducted cost-benefit analysis for app development, achieving a 90% reduction in user support requests
- · Automated reporting for IT support metrics, improving data-driven decision-making for IT operations

Owner & Software Developer

Dec 2022 – Ongoing

Developed personalized wellness app

- Established online media & retail presence
- Developed system architecture for e-commerce platform, streamlining business operations and data management
- Led project management and analysis for wellness app development, iterating based on feedback from target users
- Analyzed user requirements and functional needs to design app features that enhance user experience
- · Utilized analytical thinking to optimize app functionality, resulting in a 3:1 return on marketing investments

Mission Technology Specialist

May 2020 – May 2022

Systemized labor-intensive tasks

- Led IT projects and process automation initiatives
- · Performed in-depth analysis of operational procedures and automated weekly processes, reducing manual effort by 50%
- · Supported over 3,000 remote users, automating troubleshooting and creating user guidance documentation
- · Automated reporting and user data aggregation, improving resource allocation efficiency by 30%
- Developed detailed user requirements documentation to streamline onboarding and IT support processes

EDUCATION

Bachelor of Science in Technological Entrepreneurship and Management

Expected May 2026

• 4.0 GPA, specializing in systems analysis, data structures, and process optimization

Arizona State University

The Church of Jesus Christ of Latter-Day Saints

Online

▼ Tempe, AZ

Associate of Science in Computer Science

August 2024

Rio Salado College

Graduated Summa Cum Laude with 3.9 GPA, focused on software development and systems analysis

SKILLS

Systems Analysis **Business Process Improvement** Virtualization (VMWare, VirtualBox) Cost-Benefit Analysis Automation Linux Administration **Data-Driven Decision Making** Network Troubleshooting **Process Documentation User Requirement Gathering REST APIs** Python Bash **Technical Writing** System Integration **Power Apps** Collaboration