Drew Lickman - IT Specialist

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SUMMARY

Technically proficient IT specialist with strong expertise in collaboration platforms, web development, and system administration. Over 10 years of experience with digital collaboration tools and 5 years of expertise using advanced knowledge management systems. Combines technical skills with excellent communication abilities to implement solutions that enhance productivity. Demonstrated success in technical support, documentation, and project management, with a solid foundation in computer science.

EDUCATION

B.S in Computer Science & Minor in Entrepreneurship @ Middle Tennessee State University

August 2020 - December 2024

3.6 GPA | Dean's List 4 times

Key Coursework: Natural Language Processing, Artificial Intelligence, Data Structures & Algorithms, Computer Graphics, Computer Systems, Software Engineering, Visual Programming, Linear Algebra, Data Analysis

TECHNICAL SKILLS

- **Microsoft 365 Suite:** SharePoint (in training), Teams, Word, Excel (Certified), PowerPoint, Outlook, OneDrive
- **Collaboration Tools:** Discord (10+ years), Notion (5+ years), Trello, Microsoft Teams, GitHub
- **Web Development:** HTML/CSS, JavaScript, React, TailwindCSS, Responsive Design
- **Programming Languages:** Python, JavaScript, C#, C++
- **Tools & Technologies:** Git Version Control, Batch Scripting, Microsoft Office Suite, Ticketing Systems
- **Technical Support:** Troubleshooting, System Administration, Network Diagnostics, Technical Documentation

PROFESSIONAL EXPERIENCE

Student Technology Assistant (Team Leader) | MTSU Walker Library

Spring 2022 - Winter 2025

Managed technical operations and support for university library computer systems, implementing solutions that enhanced productivity and user experience while training staff on technology tools.

- Maintained and troubleshot computer systems, networks, and software applications across library departments
- Automated login processes with batch scripts, improving staff efficiency and reducing user errors
- Created comprehensive documentation and training materials for software systems and hardware equipment
- Provided technical support for staff and patrons across various platforms and applications
- Implemented system updates and maintenance procedures with minimal service disruption

- Led and mentored other student technology assistant employees, coordinating schedules and delegating tasks

Discord Community Administrator & Technical Specialist

2015 - Present

- Utilized Discord platform for 10+ years, mastering its collaborative features, integrations, and automation tools
- Configured and maintained Discord servers with custom roles, permissions, channels, and category structures
- Implemented and managed bot integrations for automated workflows, moderation, and enhanced user experience
- Designed comprehensive knowledge bases and resource directories through pinned messages and organized channels
- Developed onboarding processes and comprehensive documentation for new community members

Digital Workspace Specialist | Personal Projects

2020 - Present

- Utilized Notion for 5+ years to build sophisticated knowledge management systems and digital workspaces
- Created complex database relationships, custom views, and filtered data organization systems
- Designed automated workflows, templates, and cross-referencing systems for enhanced productivity
- Developed comprehensive documentation systems with nested pages, toggle lists, and callout features
- Implemented project management solutions with Kanban boards, calendars, and timeline views

Club Officer & Secretary | MTSU Esports Club

2020 - 2022

- Managed digital communications and collaboration platforms for club operations and event coordination
- Organized and executed successful online and in-person gaming events using various technical platforms
- Developed and maintained club documentation, meeting minutes, and resource directories
- Created engagement strategies that enhanced member participation and community building
- Received "Outstanding Student" medal for exceptional contributions to club growth and event success

PROJECTS

Financial Data Filtering Web Application

Winter 2025

- Developed a responsive web application integrating with financial APIs for data visualization
- Implemented front-end using React.js with responsive design practices for all device sizes
- Designed and implemented user-friendly data sorting, filtering, and visualization interfaces
- Deployed application to production environment using Vercel hosting platform
- github.com/DrewLickman/Financial-Data-Filtering-App

Automated Login System

Fall 2023

- Developed batch scripts to automate login processes for library computer systems
- Reduced staff time spent on routine system logins