

Drew Lickman - Information Technology Specialist

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SUMMARY

Highly organized and versatile IT Specialist with 3+ years of hands-on experience in technical support, system administration, and IT operations. Computer Science graduate with proven ability to troubleshoot hardware and software issues, implement technology solutions, and coordinate with internal departments. Demonstrated expertise in Microsoft 365 suite, documentation creation, and user training with a strong focus on maintaining secure and efficient IT environments.

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: Artificial Intelligence, Natural Language Processing, Computer Systems, Software Engineering, Data Structures & Algorithms, Visual Programming, Computer Graphics

TECHNICAL SKILLS

- **IT Support & Operations:** Hardware & software troubleshooting, System diagnostics, Technical documentation, User training, Help desk ticketing systems, Hardware replacement (desktops & laptops)
- **System Administration:** Software updates, Patch management, Computer configuration, Network troubleshooting, System monitoring, Windows Imaging and Recovery
- **Microsoft 365 Suite:** Word, Excel (Certified), PowerPoint, Outlook, OneDrive, Teams, SharePoint
- **Security & User Management:** User account setup, Password management, Permissions
- **Collaboration Tools:** Microsoft Teams, Trello, GitHub, Discord, Notion
- **Programming & Automation:** Python, JavaScript, Batch scripting, PowerShell
- **Project Management:** Documentation creation, Digital Media creation, Process improvement, User training, Organizational skills, Time management

PROFESSIONAL EXPERIENCE

Student Technology Assistant (Team Leader) | MTSU Walker Library

Spring 2022 - Winter 2025

Provided comprehensive IT operations support for university library technology systems under senior IT leadership, ensuring smooth functioning of all computer resources and delivering technical support to users.

- Maintained and monitored computer systems and networks across library facilities, implementing regular updates and patches, and performing Windows Imaging and Recovery procedures
- Responded to and resolved help desk tickets efficiently, consistently achieving highest count of resolved weekly support tickets among team members
- Developed and implemented batch scripts for automated login processes, reducing staff workload and improving system efficiency
- Created comprehensive technical documentation, training materials, and tutorial videos for equipment and software
- Managed user accounts and access permissions following established security protocols
- Collaborated with library departments to identify technology needs and implement appropriate solutions
- Coordinated system upgrades and maintenance procedures with minimal service disruption
- Led and mentored student technology assistants, developing schedules and delegating tasks effectively

Digital Workspace Specialist | Personal Projects

2020 - Present

- Designed and implemented knowledge management systems and digital workspaces using Notion
- Created organized dashboards with custom views and efficient data organization systems
- Configured automated workflows and templates to enhance productivity and streamline processes
- Implemented project management solutions with Kanban boards, calendars, and timeline views
- Developed comprehensive documentation systems with structured information hierarchies

Discord Community Administrator & Technical Support

2015 - Present

- Configured and maintained Discord servers with secure role-based access permissions
- Implemented and managed bot integrations for automated workflows and system monitoring

- Designed knowledge bases and resource directories through structured information organization
- Developed streamlined onboarding processes and user documentation for new community members
- Provided technical troubleshooting and support for users experiencing platform issues

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 cross-device compatibility
- 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 Script

Fall 2023

- Developed batch scripts to automate login processes for library staff computer systems
- Created comprehensive documentation and training materials for script usage
- Reduced staff time spent on routine system logins
- Implemented solution across multiple library departments with positive feedback
- Ensured proper security protocols and user access controls were maintained

Artifact Displays | MTSU Library

Fall 2022 - Winter 2024

- Maintained and configured audio-visual equipment including cameras, microphones, and projectors
- Set up technology displays and interactive components for educational exhibits
- Collaborated with library staff to develop technical solutions that enhanced artifact presentation
- Created user guides for staff to operate equipment independently