

# Drew Lickman - IT Support Specialist

540-322-7186 / Murfreesboro, TN / [contact.drew.business@gmail.com](mailto:contact.drew.business@gmail.com)  
[linkedin.com/in/drew-lickman](https://www.linkedin.com/in/drew-lickman) / [github.com/DrewLickman](https://github.com/DrewLickman)

## SUMMARY

Customer-oriented IT Support Specialist with 3+ years of hands-on experience providing exceptional technical support to end users in client-facing environments. Computer Science graduate with proven expertise in troubleshooting hardware, software, and network connectivity issues across Windows and macOS environments. Demonstrated ability to communicate complex technical solutions to non-technical users while maintaining high client satisfaction through timely and professional assistance. Strong background in Microsoft 365 administration, network troubleshooting (TCP/IP, DNS, DHCP), and implementing cybersecurity best practices to protect client data.

## 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

- **Client-Facing IT Support:** End-user technical support, Help desk ticketing systems, Remote desktop tools, Phone/email support, On-site troubleshooting, User training and documentation
- **Operating Systems:** Windows 10/11, Windows Server, macOS, System imaging and recovery, Driver installation and troubleshooting
- **Networking & Connectivity:** TCP/IP, DNS, DHCP, VPN configuration, LAN/WAN troubleshooting, Network connectivity issues, Wireless network setup
- **Cloud Platforms:** Microsoft 365 administration, Google Workspace, OneDrive, SharePoint, Teams collaboration tools
- **Hardware Support:** Desktop/laptop troubleshooting, Printer configuration, Mobile device support, Hardware replacement and upgrades
- **Security & User Management:** Active Directory basics, User account management, Password policies, Cybersecurity best practices, Data protection
- **Software & Applications:** Software troubleshooting, Application deployment, Patch management, System updates, Backup and recovery
- **Communication & Documentation:** Technical documentation, User guides, Process improvement, Client relationship management, Problem escalation

# PROFESSIONAL EXPERIENCE

Student Technology Assistant (Team Leader) | MTSU Walker Library  
Spring 2022 - Winter 2025

Provided comprehensive client-facing IT support for university library technology systems, delivering exceptional technical assistance to end users while maintaining system integrity and security.

- Delivered outstanding technical support to library patrons and staff, resolving hardware, software, and network connectivity issues through phone, email, and in-person assistance
- Diagnosed and troubleshooted complex technical problems across Windows and macOS environments, including desktop/laptop issues, printer malfunctions, and software application errors
- Guided non-technical end users through step-by-step solutions with patience and clarity, ensuring they understood the resolution process and could prevent future issues
- Configured and maintained client IT systems including workstations, network connectivity, and cloud-based platforms like Microsoft 365 and Google Workspace
- Monitored and resolved network connectivity issues (TCP/IP, DNS, DHCP) to ensure seamless access for end users across library facilities
- Performed system updates, security patches, and regular backups to maintain system integrity and protect user data
- Documented all client interactions, technical issues, and resolutions in detailed ticketing system for transparency and follow-up
- Collaborated with library departments to understand unique technology needs and recommend tailored IT solutions to enhance user productivity
- Escalated complex technical issues to senior IT staff while keeping clients informed and reassured throughout the process
- Led and mentored student technology assistants, developing schedules and delegating tasks effectively to ensure optimal client support coverage

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

Automated Login Script & System Administration | MTSU Walker Library  
Fall 2023

- Developed batch scripts to automate login processes for library staff computer systems, improving efficiency and reducing user frustration
- Created comprehensive documentation and training materials for script usage to ensure proper adoption by end users
- Reduced staff time spent on routine system logins while maintaining security protocols and user access controls
- Implemented solution across multiple library departments with positive feedback and improved user satisfaction

Artifact Displays & Audio-Visual Support | MTSU Walker Library  
Fall 2022 - Winter 2024

- Maintained and configured audio-visual equipment including cameras, microphones, and projectors for client presentations and events
- Set up technology displays and interactive components for educational exhibits to enhance user engagement
- Collaborated with library staff to develop technical solutions that enhanced artifact presentation and user experience
- Created user guides for staff to operate equipment independently, reducing dependency on technical support