

Drew Lickman - IT Systems Specialist

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

SUMMARY

Versatile IT Systems Specialist with strong expertise in system administration, technical support, and software solutions. Recent Computer Science graduate combining academic knowledge with 3+ years of hands-on technical experience. Proficient in automating workflows, implementing IT solutions, and providing comprehensive documentation and training. Demonstrates excellent leadership, problem-solving, and communication skills with proven ability to enhance productivity through technology optimization.

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

TECHNICAL SKILLS

- **System Administration:** Network diagnostics, System configuration, Software deployment, Automation scripts
- **Technical Support:** Troubleshooting, System diagnostics, User training, Technical documentation, Ticketing systems
- **Microsoft Suite:** SharePoint, Teams, Word, Excel (Certified), PowerPoint, Outlook, OneDrive
- **Collaboration Tools:** Trello, Microsoft Teams, GitHub, Discord, Notion
- **Programming:** Python, JavaScript, Powershell, Batch scripting, C#, HTML/CSS
- **Development:** React, TailwindCSS, Svelte, Version control (Git), Desktop application development

PROFESSIONAL EXPERIENCE

Student Technology Assistant (Team Leader) | MTSU Walker Library

Spring 2022 - Winter 2025

Led technical operations for university library computer systems, providing comprehensive IT support while training staff and managing system infrastructure.

- Maintained and troubleshooted computer systems, networks, and software applications across library facilities
- Developed and implemented batch scripts for automated login processes, reducing staff time spent on login tasks
- Created comprehensive technical documentation, written training instructions, and tutorial videos, improving staff knowledge retention
- Provided technical support for staff and patrons, frequently with highest count of resolved weekly tickets
- Coordinated system updates 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

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

Discord Community Administrator & Technical Specialist

2015 - Present

- Configured and maintained Discord servers with custom roles, permissions, and organized channel structures
- Implemented and managed bot integrations for automated workflows, moderation, and enhanced user experience
- Designed comprehensive knowledge bases and resource directories through structured information architecture
- Developed streamlined onboarding processes and user documentation for new community members
- Provided technical support and troubleshooting for community members experiencing platform issues

PROJECTS

Artifact Displays | MTSU Library

Fall 2022 - Winter 2024

- Operated and maintained 3D printers to create detailed physical models for educational displays
- Utilized laser etching technology to produce precision-engraved informational plaques and visual elements
- Designed and executed CNC wood carving projects for custom display stands and decorative elements
- Set up and configured audio-visual equipment including cameras, microphones, and projectors for interactive exhibit components
- Collaborated with library staff to develop technical solutions that enhanced artifact presentation and visitor engagement
- Troubleshooted and resolved technical issues with equipment to ensure continuous operation of displays

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

2D Platformer: "Code Runner"

Spring 2024

- Led 5-person development team, managing project coordination via GitHub version control and Trello task management
- Implemented software development best practices including code reviews, documentation, and testing procedures
- Designed and programmed core systems architecture and user interface components
- github.com/DrewLickman/Code-Runner