Drew Lickman - IT Technician

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SUMMARY

Experienced IT Support Technician with 3+ years of hands-on experience in technical support, system administration, and escalation management. Computer Science graduate with experience in Windows Server environments, Active Directory, Microsoft 365 administration, and network troubleshooting. Demonstrated ability to resolve complex technical issues, mentor junior staff, and maintain client satisfaction through clear communication and efficient problem resolution.

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

- **Server & Network Administration:** Windows Server, Active Directory, Group Policy, Exchange, Network troubleshooting, Firewall management
- **Microsoft 365 & Cloud:** M365 administration, OneDrive, Teams, SharePoint
- **IT Support & Escalation:** Troubleshooting, Root cause analysis, Hardware/software deployment, System diagnostics, Help desk ticketing systems
- **Automation & Scripting:** PowerShell, Batch scripting, Python, JavaScript, Automated deployment processes
- **System Management:** Windows Imaging, Patch management, System monitoring, User account management, Security protocols
- **Hardware & Infrastructure:** Desktop/laptop configuration, Server maintenance, Audio-visual equipment, Hardware replacement and upgrades
- **Documentation & Training:** Technical documentation, Knowledge base creation, User training materials, Process improvement

PROFESSIONAL EXPERIENCE

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

Provided comprehensive IT operations support for university library technology infrastructure, managing escalated issues and leading technical support team in enterprise environment serving 100's of daily users.

- Resolved escalated help desk tickets with 95%+ resolution rate, consistently achieving highest weekly ticket closure count among team members
- Administered Windows Server environments including Active Directory user management, Group Policy configuration, and security permission maintenance
- Performed system administration tasks including Windows Imaging and Recovery, patch management, and network troubleshooting across 100's of desktops and laptops
- Developed and implemented PowerShell and batch scripts for automated login processes and system deployment, reducing staff startup time
- Created comprehensive technical documentation and knowledge base articles for complex troubleshooting procedures and equipment operation
- Managed user account provisioning, access permissions, and security protocols following enterprise IT standards
- Coordinated system upgrades and maintenance with minimal service disruption, ensuring uptime during business hours
- Led and mentored 25+ junior technicians, providing training on procedures, advanced troubleshooting techniques, and hardware maintenance
- Collaborated with IT management and department heads to identify technology needs and implement enterprise solutions

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

Community Systems Administrator & Technical Support
2015 - Present

- Configured and maintained server infrastructure with role-based access control and security permissions for 1000+ users
- Implemented and managed automated system integrations for workflow optimization and monitoring
- Designed knowledge bases and resource directories through structured information organization and search functionality
- Developed streamlined user onboarding processes and comprehensive documentation for new system users
- Provided escalated technical troubleshooting and support for users experiencing complex platform and connectivity issues

KEY PROJECTS

Enterprise System Automation & Deployment
Fall 2023 - Present

- Developed PowerShell and batch scripts for automated system deployment and user account provisioning
- Created comprehensive technical documentation and training materials for IT staff and end users
- Implemented solution across multiple departments with positive feedback from staff and management
- Reduced routine system administration time through automation and process optimization
- Maintained security protocols and access controls throughout automated deployment processes

Financial Data Management Web Application
Winter 2025

- Developed responsive web application with API integration for real-time data processing and visualization
- Implemented front-end using React.js with responsive design for cross-platform compatibility
- Designed user-friendly interfaces for data sorting, filtering, and reporting functionality
- Deployed to production environment using cloud hosting platform with automated CI/CD pipeline
- github.com/DrewLickman/Financial-Data-Filtering-App

AV Systems Integration & Technical Support
Fall 2022 - Winter 2025

- Configured and maintained enterprise audio-visual systems including cameras, microphones, and projection equipment

- Implemented technology integration solutions for educational and presentation environments
- Collaborated with stakeholders to develop technical solutions enhancing system functionality and user experience
- Created comprehensive user documentation and training materials for independent system operation
- Provided ongoing technical support and troubleshooting for complex AV system issues

CERTIFICATIONS & TRAINING

- Microsoft Excel Certified
- Adobe Photoshop
- Bachelors of Science (Computer Science)
- CompTIA A+ (In Progress)