

Drew Lickman - AI Automation Engineer

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SUMMARY

Automation-focused technologist with a track record of finding manual process friction, scoping solutions, and shipping them. Built and deployed batch and PowerShell automations at Deloitte that streamlined enterprise laptop provisioning across a multi-person deployment team. Experienced diagnosing root causes, mapping workflows, collaborating across departments, and producing documentation that makes solutions stick. Fluent in AI-assisted development — uses it to accelerate iteration on logic, troubleshooting, and quality improvements. Comfortable operating in ambiguous environments where the problem isn't fully defined and the answer involves figuring things out.

TECHNICAL SKILLS

- **Scripting & Automation:** PowerShell, Batch scripting, OS-level workflow automation, self-audit tooling, popup handling, bulk install sequencing
- **AI-Assisted Development:** Integrates AI tools throughout the build cycle to iterate on logic, accelerate troubleshooting, and improve output quality
- **Process Analysis:** Workflow auditing, root cause diagnosis, stakeholder collaboration, requirements gathering, cross-departmental rollout
- **Documentation & Training:** User guides, technical documentation, hands-on staff training, process standards
- **Systems:** Windows 10/11, macOS, Microsoft 365, Google Workspace, desktop app deployment, OS imaging
- **Support Infrastructure:** Help desk ticketing, inventory tracking, QA validation, shipping coordination, multi-team coordination
- **Networking & Security:** LAN/wireless troubleshooting, account setup, password management, data protection, access controls

PROFESSIONAL EXPERIENCE

IT Support Technician | Deloitte
February 2026 - Present

Embedded on an enterprise laptop deployment team — audited provisioning workflows, identified manual bottlenecks, and built automation to eliminate them.

- Identified high-friction manual steps in the bulk software installation process and scoped an automation solution to address them
- Built and shipped batch and PowerShell scripts that handle bulk end-user software installs, dismiss common popups, and run self-audit checks so technicians can verify device readiness before packing and shipping
- Collaborated with deployment teammates to surface edge cases, refine logic, and ensure the tool holds up across shared team workflows
- Used AI-assisted development throughout to accelerate iteration on logic, troubleshooting, and quality improvements
- Managed device imaging, pre-provisioning, QA validation, intake, inventory tracking, and shipping coordination within a consistent deployment pipeline

Student Technology Assistant (Team Leader) | MTSU Walker Library
Spring 2022 - December 2024

First-level technology contact across a multi-department library environment — diagnosed recurring workflow problems and built scripted solutions to address root causes.

- Developed batch scripts that automated staff login workflows, reducing setup friction and improving daily operational consistency
- Wrote documentation and led hands-on training so non-technical staff could adopt automated processes confidently and independently
- Maintained access controls and permissions while rolling workflow changes across multiple departments
- Tracked issue patterns in a help desk ticketing system to identify root causes and reduce repeat incidents
- Partnered with departments to define technology requirements, diagnose pain points, escalate complex issues, and deliver targeted solutions
- Supported presentations and events with A/V technology configuration and end-user guidance under time pressure

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 PROJECTS

Bulk Software Installation Automation | Deloitte
Spring 2026

- Audited the enterprise laptop provisioning workflow, identified manual software installation steps causing inconsistency and rework, and scoped an automation to replace them
- Built batch and PowerShell scripts that launch required applications, handle common popups, and include self-audit checks so technicians can verify installs before packing and shipping
- Collaborated with deployment teammates to refine features and edge cases so the solution works reliably across shared team workflows
- Used AI-assisted development throughout to iterate quickly on logic, troubleshooting, and quality improvements

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

- Diagnosed a recurring login workflow friction point for library staff and built a batch script automation to eliminate it
- Produced clear documentation and led hands-on training so staff could adopt and sustain the change independently
- Preserved access controls and permissions across multiple departments during rollout

Presentation A/V & Exhibit Technology | MTSU Walker Library
Fall 2022 - Winter 2024

- Maintained and configured event technology (cameras, microphones, projectors, displays) for presentations and exhibits
- Collaborated with staff to design technology solutions for artifact and exhibit presentation needs
- Created user guides and trained non-technical staff for consistent, reliable event technology delivery