Drew Lickman - IT Support Specialist

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SUMMARY

Customer-oriented IT Support Specialist with 3+ years of experience providing technical support to end users. Computer Science graduate with expertise in troubleshooting hardware, software, and basic network issues across Windows and macOS. Demonstrated ability to communicate technical solutions to non-technical users while maintaining high client satisfaction. Strong background in Microsoft Office applications, basic network troubleshooting, and security best practices.

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:** End-user technical support, Help desk ticketing systems, Phone/email support, On-site troubleshooting, User training
- **Operating Systems:** Windows 10/11, macOS, System troubleshooting, Driver installation, Software installation
- **Networking:** Internet connectivity troubleshooting, Wireless network setup, Basic network configuration
- **Applications:** Microsoft Office Suite, Google Workspace, Email configuration, File management
- **Hardware:** Desktop/laptop troubleshooting, Printer maintenance and support, Mobile device support
- **Security:** Password management, User account setup, Security best practices, Data protection
- **Software:** Software troubleshooting, Application installation, System updates, Basic backup procedures
- **Communication:** Technical documentation, User guides, Process improvement, Client relationship management

PROFESSIONAL EXPERIENCE

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

Provided comprehensive IT support for university library technology systems, delivering technical assistance to end users while maintaining system functionality and security.

- Delivered technical support to library patrons and staff, resolving hardware, software, and basic network connectivity issues through phone, email, and in-person assistance
- Diagnosed and troubleshooted technical problems across Windows and macOS environments, including desktop/laptop issues, printer malfunctions, and software application errors
- Guided non-technical users through step-by-step solutions with patience and clarity, ensuring they understood the resolution process
- Configured and maintained workstations, basic network connectivity, and office applications like Microsoft Office and Google Workspace
- Monitored and resolved basic network connectivity issues to ensure seamless access for end users across library facilities
- Performed system updates, security patches, and basic backup procedures to maintain system functionality 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 technology needs and recommend appropriate 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

KEY PROJECTS

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