

# Taurean Jackson

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## WORK EXPERIENCE

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<b>Northern Virginia Community College</b>	<b>Sep. 2024 – Apr. 2025</b>
<i>IET Assistant</i>	Woodbridge, VA
<ul style="list-style-type: none"><li>Provide support as a Teacher's Assistant for IT classes, assisting with coursework, troubleshooting, and student guidance.</li><li>Refurbished laptops as part of the college's laptop loaner program, managing hardware upgrades, software installation, and system diagnostics.</li><li>Collaborated on IT programs and activities on the Woodbridge campus.</li></ul>	
<b>Northern Virginia Community College</b>	<b>Sep. 2023 – Aug. 2024</b>
<i>Classroom/Office Assistant</i>	Woodbridge, VA
<ul style="list-style-type: none"><li>Assisted division faculty and staff with tasks related to technology and equipment in classrooms, particularly hyflex classrooms.</li><li>Provided technical support to faculty teaching with technology and in hyflex classrooms.</li></ul>	
<b>Dunkin/Baskin Robbins</b>	<b>Sep. 2022 – Sep. 2023</b>
<i>Crew Member</i>	Manassas, VA
<ul style="list-style-type: none"><li>Managed customer service, point-of-sale, and store cleanliness</li><li>Assisted customers with tech-related purchases (POS, gift cards, app)</li></ul>	

## EDUCATION

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<b>Northern Virginia Community College</b>	<b>September 2023 - July 2025</b>
<i>A.S, Information Technology</i>	Woodbridge, VA
<ul style="list-style-type: none"><li>Completed 41 of 61 credits.</li></ul>	

Completed Coursework: Introduction to Digital and Information Literacy, PC Hardware and Troubleshooting, Multimedia Software, Introduction to Programming, Advanced Database Management, Introduction to Network Concepts

Ongoing Coursework: Spreadsheet Software

## SKILLS

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**Hardware:** PC Assembly, Laptop Repair, BIOS/UEFI Configuration, Peripheral Installation, Hardware Diagnostics, Upgrades

**Software/OS:** Windows 10/11 Installation, Linux Basics, Driver Configuration, OS Imaging, Updates & Patches

**Tools & Platforms:** Microsoft Office 365, Excel, VirtualBox/VMware, Data Entry, Web Research

**Soft Skills:** Customer Service, Team Collaboration, Documentation, Time Management

## CERTIFICATIONS

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- CompTIA A+ (In Progress via CertMaster Learn, Course Progress Badges available on LinkedIn)

## **PROJECTS**

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### NOVA All Access Course Cost Comparison

- Built a 400+ row Excel dataset based on courses from the MTSB division of the college, analyzing course material costs during my time as an IET Assistant, highlighting cost differences between flat-rate and traditional pricing.
- Applied data visualization and color-coding to communicate insights clearly to leadership.

### Computer Desktop Builds & Upgrades

- Built and configured 3 custom desktop PCs (motherboards, CPUs, GPUs, RAM, storage).
- Performed OS installation, BIOS updates, driver configuration, and troubleshooting if needed.