

# Taurean Jackson

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## WORK EXPERIENCE

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**Northern Virginia Community College**  
*IET Assistant*

Sep. 2024 – Apr. 2025  
Woodbridge, VA

- Provide support as a Teacher’s Assistant for IT classes, assisting with coursework, troubleshooting, and student guidance.
- Refurbished laptops as part of the college’s laptop loaner program, managing hardware upgrades, software installation, and system diagnostics.
- Collaborated on IT programs and activities on the Woodbridge campus.

**Northern Virginia Community College**  
*Classroom/Office Assistant*

Sep. 2023 – Aug. 2024  
Woodbridge, VA

- Assisted division faculty and staff with tasks related to technology and equipment in classrooms, particularly hyflex classrooms.
- Provided technical support to faculty teaching with technology and in hyflex classrooms.

**Dunkin/Baskin Robbins**  
*Crew Member*

Sep. 2022 – Sep. 2023  
Manassas, VA

- Managed customer service, point-of-sale, and store cleanliness
- Assisted customers with tech-related purchases (POS, gift cards, app)

## EDUCATION

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**Northern Virginia Community College**  
*A.S, Information Technology*

September 2023 - July 2025  
Woodbridge, VA

- Completed 32 of 61 credits.

Completed Coursework: Introduction to Digital and Information Literacy, PC Hardware and Troubleshooting, Multimedia Software, Introduction to Programming

Ongoing Coursework: Advanced Database Management, Introduction to Network Concepts

## 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, Expected December 2025)

## PROJECTS

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### NOVA All Access Course Cost Comparison (April 2024)

- Built a 400+ row Excel dataset 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.

### Desktop Builds & Upgrades (Ongoing)

- Built and configured 3 custom desktop PCs (motherboards, CPUs, GPUs, RAM, storage).
- Performed OS installation, BIOS updates, driver configuration, and stress testing.
- Documented procedures and delivered maintenance instructions for end users.