

Taurean Jackson

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WORK EXPERIENCE

Northern Virginia Community College

Sep. 2024 – Apr. 2025

IET Assistant

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

Sep. 2023 – Aug. 2024

Classroom/Office Assistant

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

Sep. 2022 – Sep. 2023

Crew Member

Manassas, VA

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

EDUCATION

Northern Virginia Community College

September 2023 - July 2025

A.S, Information Technology

Woodbridge, VA

- Completed 41 of 61 credits.

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

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

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

PROJECTS

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.