

Taurean Jackson

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WORK EXPERIENCE

Northern Virginia Community College	Sep. 2024 – Apr. 2025
<i>IET Assistant</i>	Woodbridge, VA
<ul style="list-style-type: none">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
<i>Classroom/Office Assistant</i>	Woodbridge, VA
<ul style="list-style-type: none">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
<i>Crew Member</i>	Manassas, VA
<ul style="list-style-type: none">Managed customer service, point-of-sale, and store cleanlinessAssisted customers with tech-related purchases (POS, gift cards, app)	

EDUCATION

Northern Virginia Community College	September 2023 - July 2025
<i>A.S, Information Technology</i>	Woodbridge, VA
<ul style="list-style-type: none">Completed 35 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

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.

Homelab & Self-Hosted Server Administration

- Deployed and managed a multi-service Ubuntu server using Docker Compose (Nextcloud, Plex, Grafana, Prometheus, Pi-hole, Syncthing, Sonarr).
- Configured multi-interface networking, static IPs, DNS, secure web access, and reverse proxy setups; resolved container networking and volume conflicts.
- Migrated Nextcloud from SQLite to MariaDB; managed persistent storage, service dependencies, and environment variables.
- Monitored system and container logs, optimized service performance, and ensured reliability.

AI Assistance Disclaimer: The homelab project was executed with guided support from GPT-4o AI for troubleshooting, configuration suggestions, and best practice recommendations. All decisions, configurations, and final implementations were performed manually.