

Taurean Jackson

tjjackson0122@gmail.com | (571) 409-0058 | Woodbridge, VA | [LinkedIn](#) | [Portfolio Site](#)

WORK EXPERIENCE

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

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

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)

PROJECTS

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.