

# Taurean Jackson

Tjjackson0122@gmail.com | (571) 409-0058 | Woodbridge, VA | [LinkedIn](#)

## WORK EXPERIENCE

---

<b>Northern Virginia Community College</b> <i>IET Assistant</i>	<b>Sep. 2024 – Apr. 2025</b> <i>Woodbridge, VA</i>
<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> <i>Classroom/Office Assistant</i>	<b>Sep. 2023 – Aug. 2024</b> <i>Woodbridge, VA</i>
<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> <i>Crew Member</i>	<b>Sep. 2022 – Sep. 2023</b> <i>Manassas, VA</i>
<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

---

<b>Northern Virginia Community College</b> <i>A.S, Information Technology</i>	<b>September 2023 - July 2025</b> <i>Woodbridge, VA</i>
<ul style="list-style-type: none"><li>• Completed 32 of 61 credits.</li></ul>	

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

## 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, Expected December 2025)

## 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.