

Jackie Ou



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Over one and a half years of customer service experience, currently interning for the IT department of the Norwood School District of Massachusetts. CCNA, JNCIS-SP, and CompTIA A+ certified. I run and manage a Proxmox server for running labs, like EVE-NG for networking, Windows Server 2022 for Active Directory, etc.

Experience

Norwood School District - Technology Intern

July 2025 to Present

- Tested & Powerwashed hundreds of Chromebooks for incoming students across the Norwood Public School district
- Troubleshooting damaged Chromebooks as needed for repair
- Performed several hardware repairs to extend Chromebook's life span for an additional school year

Hometown Arcade - Employee

61 Endicott St Building 26A, Mailstop #83, Norwood, MA 02062,

May 2024 to Present

- Responsible for customer service and checking in customers
- Troubleshooted and fixed basic arcade machine issues
- Provided customer service to party hosts

Education

Blue Hills Regional Technical High School

Majored in Computer Information Systems - Class of 2025

Projects

CCNP ENCOR

- Studying for the CCNP-ENCOR
- Created EVE-NG Labs for experimenting and understanding concepts from my studies

Advance Bananas Inc. Lab for Students

- Capstone project, created several networking-heavy sub-projects for future students to use as learning material.
- Created packet tracer activity labs for configuring site-to-site VPNs between two Cisco routers and configuring a L3 Cisco ASA firewall.

Homelab

- Configured and hooked up a server running Proxmox, Juniper EX3300 L3 switch, Cisco 2911 router, and ASA 5505 together, in a different subnet from my home network.
- Proxmox server runs EVE-NG for networking, Windows Server 2022 for Active Directory, and other labs I provision for hands on experience.

Competitions

SkillsUSA - Statewide Internetworking Competition

April 2023, 2024, and 2025

- Placed third once, and second twice in SkillsUSA's States competition for Massachusetts
- Competed against districts of multiple schools by achieving a high score on a test, oriented around the CCNA
- Qualified for states, earned silver through hands-on virtual Windows Server and Networking test, and a physical networking lab