

Houston Jones

Data Analyst



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TEXAS TECH

Bachelor of Arts
Electronic Media
2012 - 2015

PYTHON
EXCEL & SHEETS
SQL
POWER BI
TABLEAU
STATISTICAL ANALYSIS
PROBLEM SOLVING

I am an experienced IT professional transitioning to data analytics. With a background in technical support and market research, I have managed complex systems—from overseeing network, hardware, and software services to configuring VPNs and troubleshooting virtual desktops. In market research, I developed targeted reports and translated complex data into actionable insights. Leveraging my technical expertise and analytical skills, I am poised to deliver data-driven solutions that enhance decision-making and drive business growth.

FIELD SERVICE SPECIALIST

Radiology Partners | 2021-present

- Worked as an escalation point for Tier 1 and 2 help desk representatives
- Provide technical support across clinics, hospitals, and home environments by managing network, hardware, and software systems while leveraging data insights to optimize operations.
- Configure VPN security devices for remote users and troubleshoot Citrix virtual desktops for thin client setups, using performance metrics to ensure secure and reliable connectivity.
- Diagnose and resolve technical issues swiftly by interpreting technical documentation and analyzing data trends, enabling proactive maintenance strategies.
- Communicate product benefits and deliver exceptional technical support, enhanced by data-driven insights to improve user experiences.
- Utilize Python and API integrations to generate custom CSV reports, supporting data-driven decision-making and process improvements.
- Collaborate with cross-functional teams to analyze performance data and identify trends, driving operational efficiency and continuous improvement.

MARKET RESEARCHER II

SecureLink | 2018-2020

- Created targeted Salesforce reports to enhance marketing outreach and boost campaign effectiveness.
- Oversaw online chat and inbound call operations, efficiently advancing leads through the pipeline.
- Leveraged SalesLoft to optimize outreach cadences, streamlining team workflows.
- Led a team of four researchers in developing visually compelling reports and converting complex data into clear, actionable insights.
- Applied customer insights to tailor sales strategies and elevate overall campaign performance.

FREELANCE VIDEOGRAPHER

Self | 2015-2018

- Shot Video for individuals and organizations
- Edited content for specific endpoints