

HOUSTON JONES

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INFRASTRUCTURE TECHNICIAN | NETWORK & SYSTEMS SUPPORT | AUTOMATION & SCRIPTING

IT Infrastructure Professional with 4+ years of hands-on experience managing network systems and endpoints across healthcare environments. Expertise in network infrastructure management, VPN security configuration, Windows endpoint deployment, and infrastructure automation using Python and APIs. Demonstrated ability to streamline operations and reduce manual overhead through scripting and process automation, consistently delivering measurable improvements in system reliability and operational efficiency across distributed healthcare facilities.

CORE COMPETENCIES

Network Infrastructure Management | VPN Configuration | Citrix Virtual Desktop Support | Windows PC Imaging & Deployment | Active Directory Management | Python Automation | Meraki Dashboard | Network Troubleshooting | IT Asset Management | Google Workspace Administration | Infrastructure Optimization | Data Organization & Reporting | Tier 1/2 Technical Support | IGEL Thin Client Administration | Superior Communication

TECHNICAL SKILLS

Operating Systems: Windows 10/11, PC imaging and deployment
Networking: Meraki Dashboard, VPN Configuration, Network Tools, Network Closet Management
Virtualization & Access: Citrix Thin Clients, Virtual Desktop Connectivity
Automation & Scripting: Python, API Integration (Meraki API, Google Maps API, IP Geolocation Services)
Infrastructure Management: Google Workspace, Asset Tracking, Network Mapping, Data Organization
Databases & Query Tools: SQL Query basics, Data Extraction, Spreadsheet Analysis

PROFESSIONAL EXPERIENCE

INFRASTRUCTURE TECHNICIAN | Radiology Partners — Austin, TX

Jul 2021 – Present

- **Network Automation:** Built Python-based automation, integrating Meraki API and IP geolocation, streamlining network mapping for **300+ users** and reducing downtime by **40%** across underperforming segments.
- **Active Directory Management:** Managed access controls and system configurations in Active Directory, provisioning user accounts and maintaining security policies across healthcare network infrastructure.
- **VPN & Endpoint Management:** Managed Citrix thin client environments and VPN connectivity devices for distributed healthcare workers, deployed Windows PCs with standardized configurations to hospitals, clinics, and remote users.
- **IGEL Thin Client Administration:** Administered and maintained 1135 IGEL thin client devices across various networks, ensuring consistent device configurations and endpoint connectivity across distributed healthcare facilities.
- **IT Asset Automation:** Designed Python solution for CUCM phone inventory, cataloging **500+ devices** and cutting manual effort by **95%** while enabling automated Chromebook provisioning via Google Workspace.
- **Infrastructure Support:** Managed network infrastructure across multiple sites, resolving issues through Meraki Dashboard, supporting **Tier 1/2 escalations**, and maintaining asset data for capacity planning.

MARKET RESEARCHER II | SecureLink — Austin, TX

September 2018 – April 2020

- **Data Automation:** Automated customer data gathering and reporting processes using Salesforce CRM, reducing time-per-account research by **50%** and enabling faster segmentation strategy development for marketing campaigns.

INFRASTRUCTURE PROJECTS

Network Automation & ISP Performance Analysis

- Engineered Meraki API integration with geolocation and ISP intelligence services to automate network mapping and performance analysis for **300+ users**, dropping manual data collection overhead.
- Correlated ISP latency metrics with ISP infrastructure patterns, identifying underperforming segments and enabling VPN optimization that decreased downtime by **40%**.

Device Inventory Automation

- Built Python script to catalog **500+ CUCM phone devices** by model, location, and configuration, lessening manual inventory time by **95%** and supporting Webex migration and ongoing asset management.

EDUCATION & CERTIFICATION

Bachelor of Arts, Electronic Media & Communication, Texas Tech University, Lubbock, TX, 2015

CompTIA A+

*Pursuing **CompTIA Network+** certification to deepen infrastructure expertise and advance toward systems administration roles. Interested in expanding knowledge of server infrastructure, domain management, and enterprise IT operations.*