

Tyra L Austin

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Summary

Driven Cybersecurity Analyst with a proven ability to monitor, detect, and respond to digital threats in both enterprise and mission-critical military environments. With a background in the U.S. Air National Guard and current experience supporting security operations for global organizations like Intuit, I bring a mission-focused mindset, sharp technical skills, and a relentless focus on protecting systems. I'm pursuing my Master's in Cybersecurity and applying classroom knowledge to real-world challenges — from analyzing SIEM alerts in Splunk to designing secure cloud infrastructure in Microsoft Azure. My blend of discipline, curiosity, and hands-on expertise makes me an ideal fit for organizations committed to resilience, innovation, and compliance.

Technical Skills

- SIEM: Splunk, Wazuh, TryHackMe Labs
- Threat Detection: Incident Response, Log Analysis, Nmap, Wireshark
- Cloud Platforms: AWS (IAM, S3, CloudTrail), Azure
- Compliance: NIST 800-53, FedRAMP, HIPAA, PCI-DSS
- Vulnerability Scanning: Nessus, OpenVAS
- Scripting: Python (Basic), Bash
- Ticketing & Workflow: CRM (Convergys), ServiceNow, Jira, Slack
- Operating Systems: Windows, Linux
- Documentation & SOPs: Audit Reporting, Process Automation Logs

Work Experience

Help Desk Analyst (Cybersecurity Support Focus) | Intuit | Remote | Dec 2024 – Present

- Handled 50+ daily technical support tickets including password resets, PII form updates, account lockouts, and system navigation within TurboTax, under tight IRS deadlines.
- Escalated account compromise attempts, ID mismatches, and suspicious behaviors to leads, supporting incident response workflows.
- Delivered secure 1:1 customer education on form handling and account protection; trained peers via side-by-sides and call coaching.
- Used CRM system (Convergys), TurboTax portal, and Slack for internal workflow and secure communications.

Loan System Analyst – Security & Compliance Support | CRIF | Remote/Hybrid | Jun 2023 – Jan 2024

- Processed 15–25 auto/motorcycle loans daily under PCI-DSS and state lending regulations; reduced processing errors to <0.5% weekly.
- Reviewed PII/SSN documentation for compliance readiness, achieving 3-day SLA for dealer payouts across 100+ transactions/month.
- Assisted dealerships and end-users in portal authentication, document uploads, and data accuracy checks.
- Led onboarding for 2 analysts on the Ohio motorcycle loan team; ensured full coverage of high-priority loan queue.

Technical Support Analyst – Online Banking & Endpoint Support | America's First Credit Union | Birmingham, AL | Oct 2022 – Feb 2023

- Provided multi-channel support (phone, video, chat) for online banking, MFA, hardware/software troubleshooting, and user security.
- Detected and escalated anomalous user behavior to security leads; improved fraud identification procedures.
- Co-developed a secure PII change request automation system routed directly to audit folders in the cloud.

Material Management Specialist | Air National Guard | Dec 2013 – Dec 2020

- Managed ESS inventory systems for sensitive equipment and aircraft parts; ensured 100% audit compliance and DoD traceability.
- Discovered audit discrepancy that helped recover a lost aircraft part missing for 6+ months during Middle East deployment.
- Trained 5+ airmen in classified asset handling, secure documentation, and operational compliance protocols.

Cybersecurity Projects

- **Incident Response SIEM Report** – Built a simulated Splunk lab to analyze brute force and phishing attacks; mapped findings to NIST 800-61.
- **Penetration Testing Report** – Executed Nessus scans in a test environment; documented CVSS findings and mitigation plans for exposed endpoints and APIs.
- **Cloud Security Architecture (In Progress)** – Building AWS architecture with IAM, CloudTrail, and encryption policies; aligned with FedRAMP/NIST 800-53.

Certifications

- **CompTIA CySA+ (Cybersecurity Analyst)**
- **ISC2 Certified in Cybersecurity (CC)**

- CompTIA Pentest+ (In Progress)
- AWS Certified Solutions Architect (Planned)
- Python for Beginners (In Progress)
- TryHackMe Labs: SOC Analyst, Splunk, SIEM, Nmap

Education

Master of Science in Cybersecurity and Information Assurance – **Western Governors University (Expected August 2025)**

Bachelor of Science in Information Technology – **Colorado Technical University (April 2022)**