

Payton Irvin

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Summary

Aspiring IT and Cyber Security professional with experience working in IT industry as a full-time employee, while balancing a full-time class schedule. Supported configuration, troubleshooting, root-cause analysis, ticket management and applying security policies. Academic experience and work in Penetration Testing, Cryptography, Systems Administration, Forensics, Firewalls, and Secure Programming. Proficient in Python and Bash programming/scripting.

Education

University of Central Missouri (UCM)

Bachelor of Science in Cybersecurity (Graduating December 2025)

Relevant Coursework: Penetration Testing, Secure Programming, Cryptography, Human Factors in Cybersecurity, Computer Systems Administration

Professional Experience

State Street Global Investments

October 2022 to

Present

Helpdesk Associate 2 (full time)

- Provide global IT support including account unlocks, password resets, and RSA SecurID token troubleshooting.
- Manage access control, including enabling/disabling accounts and applying security policies.
- Work extensively with Active Directory to support user authentication and permissions.
- Administer Microsoft Azure and Intune for device management, security compliance, and user support.
- Configure and troubleshoot Microsoft Authenticator, including setup, passcode resets, and removal from devices.
- Utilize ServiceNow for ticket management and Genesys for global user support call handling.
- Escalate complex software and network issues to higher-level service desk teams.
- Demonstrate strong communication skills in assisting diverse users worldwide.

Academic Projects & Labs

- Conducted penetration testing labs using Kali Linux, Metasploit, Nessus, Netcat, Hydra, and Wireshark.
- Configured and troubleshooted VM networks across Windows, Ubuntu, Fedora, and Oracle VirtualBox environments.
- Performed Windows registry forensics (NTUSER.DAT) using Registry Explorer for digital evidence analysis.
- Implemented and analyzed symmetric and asymmetric encryption algorithms in class projects.
- Created secure programming assignments in Python, focusing on buffer overflow prevention and input validation.
- Applied firewall rules and packet filtering using iptables and Ettercap for network security exercises.

Leadership & Involvement

Sigma Pi Fraternity — Active Member

- Organized fraternity events including All-Greek Reunion planning and alumni outreach.
- Mentored fraternity members through academic, social, and leadership development.
- Elected as Treasurer to manage and maintain chapter finances, dues, charity events and contributions, and financial health of the chapter.

Technical Skills

- Operating Systems: Windows, Linux (Kali, Ubuntu, Fedora)
- Tools: Metasploit, Nessus, Netcat, Wireshark, Hydra, Ettercap, iptables, Registry Explorer
- Directory Services: Active Directory (user management, permissions, access control)
- Cloud & Device Management: Microsoft Azure, Intune, Microsoft Authenticator
- ITSM & Call Platforms: ServiceNow (ticketing), Genesys (global call handling)
- Virtualization: Oracle VirtualBox, VMware
- Programming & Scripting: Python, Bash