Misael Payan

Software Engineering Student / IT Professional

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Software Engineering student with 4+ years of enterprise IT support experience. Builds practical web tools and local application prototypes using Python, JavaScript, SQL, and AI-assisted development. Bilingual in English and Spanish.

SKILLS

Development: Python, JavaScript, C++, SQL, Node.js, Flask, HTML/CSS, SQLite, REST APIs, Git/GitHub, PowerShell

Systems: Windows, macOS, Active Directory, VPN and MFA support, IGEL UMS, Cisco CUCM/UCCE, Calabrio

Practice: Troubleshooting, incident coordination, technical documentation, workflow automation, prototyping

SELECTED PROJECTS

LeadFlow | Python, Flask, SQLite

Built a local lead-management MVP with intake forms, rule-based qualification, response drafts, pipeline tracking, and follow-up scheduling. Automated messaging integrations remain planned.

SCOUTER / Glitch | Node.js, business workflows

Developing a Sandbox venture around business discovery, online-presence audits, and scoped client work. Connects identified business problems to specific service proposals.

YouTube Analytics Toolkit | JavaScript, Python, Streamlit

Built CSV-based analysis tools for reach, retention, engagement, and subscriber sources, including a no-install HTML version. Recommendations require channel-specific review.

HyperWumpus Guitar Rig | C++, JUCE

Created source for a native audio prototype with gain, drive, bypass, and monitoring controls. Compilation and Scarlett hardware validation remain pending.

EXPERIENCE

IT Intern | Sugar-Salem School District

2026 - Present

School IT support alongside hands-on API, Python, and database work.

IT Help Desk Technician | Melaleuca, Inc.

Mar 2021 - Aug 2025

Supported enterprise users and coordinated incidents with engineering, DevOps, and database teams across global operations. Troubleshot enterprise systems, administered thin clients and telephony tools, and wrote support documentation.

Independent Content Creator | HyperWumpus

Aug 2025 - Present

Manages published gaming and personality content from idea through filming, editing, and release. Uses audience analytics to review content performance.

EDUCATION

B.S. Software Engineering, in progress | Brigham Young University - Idaho

Programming Certificate earned | BYU-Idaho Sandbox founder program