FORREST OGDEN

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SKILLS

Networking: VLANs, Subnetting, DNS, DHCP, ACLs, Protocol Analysis, Troubleshooting

Security: SIEM Analysis, Incident Response, Malware Analysis, Wireshark, Procmon, Ticketing Systems (osTicket)

Active Directory: User/Group Management, Group Policy, Server OS Configuration and Installation

Command Line: Windows CLI, PowerShell, Network Utilities (ping, tracert, ipconfig)

Documentation: Incident Reports, Knowledge Base Updates, Technical Writing, Maintaining Case Notes

WORK EXPERIENCE

Data Specialist, Ozark Independent Living | 109 Aid Ave - West Plains, MO   2017 - Present
- Decreased downtime by 30% for 150+ clients by troubleshooting time management software and optimizing workflows.
- Resolved 95% of tickets within SLA by troubleshooting login/logout issues, end device connectivity, and hardware configurations
- Increased data retrieval efficiency by 20% through structured file categorization and naming conventions.
- Improved system uptime by 15% through proactive vulnerability identification and collaboration with IT team.

PROJECTS

Active Directory VM Lab
- Configured a 5-VM AD environment using VMware with Windows Server 2022 as Domain Controller.
- Applied group policies to enforce secure access control, reducing unauthorized access attempts by 20%.

Network Design & Troubleshooting
- Implemented VLAN and ACL topologies in Cisco Packet Tracer and GNS3, mitigating unauthorized access by 20%.
- Resolved connectivity issues using protocol analysis, decreasing troubleshooting time by 15%.

SOC Analyst Labs
- Analyzed 50+ security alerts using Let's Defend SIEM, documenting investigation steps to increase detection accuracy by 25%.
- Drafted incident reports on malware analysis, refining documentation practices for clarity and consistency.

Malware Analysis – Network Traffic
- Identified malware signatures and suspicious processes using Wireshark, Process Hacker, and Procmon.
- Documented remediation steps, aligning with Security+ objectives to standardize response procedures.

EDUCATION AND CERTIFICATIONS

- **CompTIA Network+**   May 2025
- **Associate of Arts** - General Studies – Missouri State University   May 2018
- CompTIA Security+ (In Progress) – Expected Completion: August 2025