

Forrest Ogden

LinkedIn: [Forrest Ogden | LinkedIn](#) [My Cybersecurity Portfolio](#)
forrestogden@yahoo.com | (417) 274-8623 | West Plains, MO

OBJECTIVE:

Motivated and detail-oriented IT professional pursuing CompTIA Network+ (Expected May 2025) with plans to follow up with CompTIA Security+ (Expected October 2025). Passionate about cybersecurity and IT support, with hands-on experience in network troubleshooting, SIEM platforms, ticketing systems, and incident response. Strong technical skills in networking, troubleshooting, and customer support, making me an excellent fit for a Help Desk or IT Support role with opportunities for growth into cybersecurity.

WORK EXPERIENCE

Ozark Independent Living

Data Specialist

Oct. 2017 - Present

West Plains, MO

- Troubleshoot and resolve technical issues related to time management software.
- Track and analyze consumer data, identifying and correcting system errors.
- Maintain and update company archives and databases.
- Provide customer support and problem resolution through direct consumer interaction.
- Generate and maintain detailed documentation and case notes for process improvement.
- Provide over-the-phone technical support to resolve application login and logout issues to consumers
- Collaborate with internal teams to improve system efficiency.

EDUCATION

Missouri State University

Associate of Arts – General Studies

May, 2018

West Plains, MO

- Studied abroad in Dalian, China during Spring 2016 semester (MSU-Dalian)

SKILLS

- Networking Fundamentals (IP addressing, subnetting, VLANs, routing).
- Cybersecurity & SIEM Tools – Used SIEM platform in Let's Defend SOC Analyst labs.
- Incident Response – Hands-on labs covering malware analysis, brute force, SQL injection.
- Ticketing Systems – Experience handling and resolving security incidents.
- Designed and simulated small to medium-sized network topologies using Cisco Packet Tracer
- Programming Basics – HTML, CSS, JavaScript (developed personal-use applications).
- Customer Service & Communication – Strong written and verbal skills.
- Analytical Problem-Solving – Diagnosing technical issues and documenting solutions.

CERTIFICATIONS:

- CompTIA Network+ (In Progress, Expected May 2025)
- CompTIA Security+ (Planned, Expected October 2025)
- Let's Defend SOC Analyst Path (Ongoing Hands-on Training)