FORREST OGDEN

IT SUPPORT SPECIALIST

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🌐 My LinkedIn Profile

PROFILE

CompTIA Network+ certified IT professional specializing in technical support, Active Directory management, and network troubleshooting. Proven ability to diagnose and resolve complex system issues, deliver exceptional customer service, and document technical processes effectively. Seeking a dynamic help desk role to leverage technical expertise and hands-on SOC Analyst training.

WORK EXPERIENCE

2017 - Present
Ozark Independent Living | 109 Aid Ave
Data Specialist

- Resolved technical issues with time management software for a 150+ clients, reducing downtime by 30% through targeted troubleshooting.
- Delivered frontline support for login/logout issues, resolving 95% of tickets within SLA through phone, email, and remote access tools.
- Maintained company data archives, enhancing retrieval processes by implementing structured naming conventions and file categorization.
- Collaborated with IT team to proactively identify system vulnerabilities and recommend process improvements, increasing system uptime by 15%.

PROJECTS & PORTFOLIO

- **Active Directory Lab**: Configured a virtualized Active Directory environment using VMware, installing Windows Server 2022 as the Domain Controller with AD DS and DNS. Set up and joined client VMs to the domain, created user accounts, and applied group policies for secure access and network management.

- **Network Design & Troubleshooting**: Created VLAN/ACL network topologies and conducted real-world network troubleshooting exercises using Cisco Packet Tracer and GNS3.

- **SOC Analyst Labs**: Used SIEM platform with alert ticketing system. Completed hands-on SOC training, documenting incident response, malware analysis, and security breach investigations via Let's Defend training.

- **Self-coded Cybersecurity and IT Portfolio**: Forrest Ogden IT Portfolio

- **Technical Blog Posts**:
  - "How I Passed the Network+ Exam"
  - "Configuring an Access Control List"
  - "SOC Alert: Detected Suspicious XML file"

EDUCATION

MAY 2018

MISSOURI STATE UNIVERSITY

- Associates of Arts - General Studies

CERTIFICATIONS

- **CompTIA Network+** (May 2025)
  View Certification

- CompTIA Security+ (Currently pursuing)

TECHNICAL SKILLS

- **Networking:** IP addressing, VLANs, subnetting, routing
- **Active Directory:** Server OS installation, Domain Controller setup, user and group permissions
- **Operating Systems:** Windows Server, Linux, Windows 10 & 11
- **Security:** Incident response, malware analysis, SOC tools (Wireshark, Procmon, Process Hacker)
- **Technical Support:** Troubleshooting hardware/software, ticketing systems
- **Command Line:** Windows CLI, Powershell

SOFT SKILLS

- **Customer Service**: employee of the month award for consistent customer service and willingness to help.
- **Communication:** Technical writing, user training
- **Problem Solving:** Analytical approach to issue resolution
- **Time Management:** Meeting SLA targets, prioritizing tasks
- **Team Collaboration:** Cross-department coordination, documentation