

# FORREST OGDEN

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## SKILLS

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**Networking:** VLANs, Subnetting, DNS, DHCP, ACLS, Protocol Analysis, Troubleshooting

**Technical Support:** Troubleshooting, User Assistance, Ticketing Systems (osTicket, ServiceNow)

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

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

**Command Line:** Windows CLI, PowerShell, Network Troubleshooting Utilities (ping, tracert, ipconfig), file management

**Documentation:** Incident Reports, Knowledge Base Updates, Technical Writing

## PROJECTS

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### Active Directory Virtual Machine Home Lab

(April 2025 - May 2025)

- Configured Windows 2022 Server OS VM, implemented DNS and AD DS roles, promoted server to Domain Controller.
- Established a local network and joined 5 virtual machines over 2 departments to an domain using VMware.
- Simulated common user issues like account lockouts and password resets and resolved them as Administrator.

### Secure VLAN Segmentation with Static Routing

(April 2025)

Cisco Packet Tracer - [fogdenportfolio.netlify.app/blog-post-7](https://fogdenportfolio.netlify.app/blog-post-7)

- Engineered secure VLAN segmentation with static routing, securely isolating traffic and optimizing data flow.
- Resolved connectivity issues using protocol analysis, decreasing troubleshooting time.

### SOC Analyst SIEM Malware Analysis Lab - Detected Suspicious Xls File

(March 2025)

Let's Defend - [fogdenportfolio.netlify.app/blog-post-5](https://fogdenportfolio.netlify.app/blog-post-5)

- Identified malware signatures through AnyRun and suspicious processes using Wireshark, Process Hacker, and Procmon.
- Traced C2 IP location through endpoint detection and confirmed attempted communication with internal network.

### Web Attack Investigations: Live Lab Environment & Log Analysis

(March 2025)

Let's Defend - [fogdenportfolio.netlify.app/blog-post-4](https://fogdenportfolio.netlify.app/blog-post-4)

- Analyzed security alerts using SIEM, documenting investigation steps to add to cybersecurity playbook.
- Located suspicious patterns using log analysis discovering brute force, SQL injection, and command injection attempts.
- Provided extensive documentation for remediation steps, aligned with Security+ objectives to standardize response procedures.

## EXPERIENCE

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### Data Specialist | Ozark Independent Living | West Plains, MO

November 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.
- Helped co-workers troubleshoot network connectivity issues on PCs, Printers, and Mobile Devices (iOS and Android).
- Managed technical documentation to streamline troubleshooting procedures and expedite issue resolution.

## EDUCATION AND CERTIFICATIONS

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### CompTIA Network+

May 2025

### Associate of Arts - General Studies

May 2018

Missouri State University