Forrest J. Rosenbach

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Professional Summary

Network & Systems Technician | Security & Infrastructure Specialist
Hands-on IT professional with 10+ years of experience spanning network administration, security systems, and field service. Skilled in Cisco/Fortinet firewall configuration, Linux/Windows server administration, and virtualization (Docker, KVM). Adept at troubleshooting across OSI layers, implementing secure VPN solutions, and managing infrastructure in both enterprise and homelab environments. Currently completing CCNA, Linux Admin, and AWS certifications.

Core Skills

Networking & Security: *Cisco IOS, Fortinet Firewalls, VPN (SSL/IPSec), VLANs, DHCP, DNS, TCP/IP, Cradlepoint LTE Routers*
Systems & Virtualization: *Linux/Windows Server, Active Directory, Docker, KVM, VMware (lab), AWS Cloud Foundations*
Tools & Processes: *GitHub, Documentation & SOPs, CLI/Terminal, Inventory Management, End-User Support, Team Training*

Professional Experience

Field Service Specialist / NOC Technician – Interface Systems

03/2024 – Present

- Configure and support Fortinet firewalls, routers, and switches for enterprise and retail clients.
- Provide remote NOC support for field technicians installing Cradlepoint and Fortinet devices.
- Troubleshoot and resolve LAN/WAN connectivity issues across multi-site environments.
- Install and maintain security systems (CCTV, access control) integrated into client networks.
- Track and maintain IT assets, inventory, and company-issued equipment.

Implementation Manager – Point Loma Electric & Plumbing

03/2023 – 02/2024

- Designed and implemented workflows bridging field technicians and warehouse operations.
- Introduced new process automations for dispatch, sales, and customer service systems.
- Trained cross-functional staff in technology adoption and operational efficiency.

Field Service Manager – Vivint

10/2017 – 02/2023

- Promoted from field technician to manager, overseeing a 10–14 person technical team.
- Directed installations of IP-enabled security and smart home systems across Southern California and Arizona.
- Delivered technical training in networking, device provisioning, and system troubleshooting.
- Coordinated large projects, ensuring SOP compliance, KPI metrics, and inter-office collaboration.

Education & Certifications

San Diego Community College (Ongoing)
- Network Technician Certificate (Complete - 2025)   - AWS Cloud Foundations (Complete - 2025)
- Linux Server Administration Certificate (Complete - 2025)   - Security Essentials (Ongoing)

Antelope Valley College – Business Administration (2011-2012)
Axia College, University of Phoenix – Business Administration (2007-2008)

Home Lab & Self-Learning

Operate a multi-server home lab with Docker containers, KVM virtual machines, Active Directory, VLAN segmentation, and firewall configuration. Test and document administration across Linux and Microsoft environments, simulating enterprise-style infrastructure.