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Erica Haugh

Computer Scientist

Analytical and resourceful professional with Secret Security Clearance and proven experience in software quality assurance testing, web development, and information system security. Able to create complex information system design and operations guidance documents/policies. Capacity to lead projects to design developmental systems and make extensive modifications/upgrades to existing systems. Adept at integrating information systems into target architecture and transition plans. Skilled at defining IT policies in collaboration with key stakeholders. Instrumental in managing the development, maintenance, and rollout of information systems.

Technical Proficiencies

Languages: Java • C++ • HTML • CSS • SQL • JavaScript ES6 • XML • Bootstrap 4 • jQuery • UNIX • PowerShell • IIS

Frameworks & Servers: Node.js • Microsoft SQL Server Management Studio • Dell PowerEdge 330 & 340

Software & Tools: Git - Azure - Visual Studio - Eclipse - CodeBlocks - Microsoft Office Suite - Teams - SharePoint

Career Experience

Oasis Technology & Engineering, Hampton, VA

Web Developer | Information System Security Officer | 40 hours a week

July 2021 - Present

Administer installation, configuration, updates, and maintenance of four Non-classified Internet Protocol Router Network (NIPR) servers and two Secret Internet Protocol Router Network (SIPR) servers located on Langley Air Force base for a seamless workflow. Align activities with Defense Information Systems Agency's (DISA) Security Technical Implementation Guide (STIG). Remains current with troubleshooting techniques and software documentation to excel in a job role.

- Submitted 10+ software and network infrastructure tickets using the PM5 Remedy ticketing tool to enable contractors to communicate directly with specialized squadrons to fix escalated items.
- Devised and implemented a disaster recovery plan for NIPR and SIPR servers.
- Reimaged six servers and managed the Microsoft Access database for functional excellence.
- Contributed to the Development of Risk Management Framework (RMF) plan as ISSO Specialist.
- Boosted performance of new hires at individual and group levels by creating training material.
- Configured servers, networks, and domains and installed Operating Systems (OS).
- Commended for rolling out a temporary SharePoint site for Airforce's Capabilities and Limitations department.

AppRiver, LLC, Gulf Breeze, FL

Associate Quality Assurance Analyst | 39 hours a week

October 2017 - November 2018

Delivered robust support by testing applications, troubleshooting systems, assessing the severity of development bugs in production, reviewing tickets, and creating database queries via Microsoft SQL Server Management Studio.

- Provided remarkable technical assistance to technicians, development, and management teams.
- Improved quality of software products and scripts by managing 200+ tickets and writing up 90+ software production bugs.
- Shared information with correct software development teams using Outlook, Slack, and Teams.

Additional Experience

United States Navy, Norfolk, VA,

Aviation Fuels Specialist | Departmental Administrator

April 2012 - April 2016

Education

Master of Science in Computer Science

Old Dominion University, Norfolk, Virginia, August 2021 - Present

Key Courses: Data Science and Analytics

Bachelor of Science in Computer Science

Old Dominion University, Norfolk, Virginia, January 2019 - May 2021

<u>Key Courses</u>: Calculus, Computer Architecture, Software Engineering, Linear Algebra, Data Structures & Algorithms, Object-Oriented Programming & Design, Discrete Structures, Probability & Statistics, Theoretical Computer Science, Professional Workforce Development, Computational Methods & Software, Principles of Programming Languages, Operating Systems

Associate of Arts in Computer Science

Pensacola State College, Pensacola, Florida, May 2016 – December 2017 <u>Key Courses</u>: Algorithm and Program Design, Database Systems, Anthropology

Certifications

CompTIA Security+ CE Certification

CompTIA, May 2022 - May 2025

<u>Areas of Expertise</u>: Access Control, Cryptography, Cyber Forensics, Data Security, Disaster Recovery Planning, Firewall Configuration, Malware Identification, Network Security, Security Configuration, Security Policies, Threat Analysis & Detection

Certified Scrum Product Owner® (CSPO®)

Scrum Alliance, Inc., Denver, CO, October 2021 - October 2023

Areas of Expertise: Research, Customer Service

Credentials

Secret Security Clearance

Department of Defense, May 2021 - May 2026

Key Projects

Old Dominion University Research Project, Advanced Robotics for Manufacturing (ARM) Institute, December 2020 - January 2021

Developed and implemented a new database by researching and entering 99+ unique robotics colleges, universities, and programs into a new ARM database within two weeks for the state of Massachusetts.