

# Donald Vu

donalddvu@gmail.com | (682) 256-9869 | Dallas, TX | donalddvu.com | linkedin.com/in/donalddvu

## PROFESSIONAL SUMMARY

Proactive Application Support Specialist with 3+ years of experience troubleshooting data-driven applications and automating manual processes. Proven ability to perform root-cause analysis, manage incidents, and bridge user issues with engineering solutions through systematic troubleshooting and clear documentation.

## CERTIFICATIONS

**Security+, CompTIA** (Issued 07/2025)

## PROJECTS

### Full Incident Simulation

*Production Outage Response*

- Health checks → log correlation → restart → recovery verified (mem 20→0 MB).

### Memory & Performance Monitoring

*Building Resiliency Monitoring for Application Health*

- Simulated CPU/mem stress; Grafana dashboards confirmed thresholds + recovery.

### Nginx 502 Upstream Triage

*Proactive Failure Simulation to Improve Triage Efficiency*

- Induced 502 via proxy change; Loki/Grafana showed 5xx spike; rollback restored 200 OK.

## PROFESSIONAL EXPERIENCE

### CoreLogic

*Data Analyst (Application Support)*

12/2023 – 05/2025

- Owned an Excel/VBA automation for scheduled data pulls; monitored run logs, triaged failures, reproduced defects, and shipped script fixes under daily SLAs.
- Reproduced errors with test inputs, patched the VBA module/configs, and verified outputs, enabling Client Account Managers to self-serve lien data and saving ~1–1.5 hours/day.
- Authored a short runbook (steps, log locations, common fixes) so Client Account Managers could run pulls and re-runs independently.

*Business Operations Analyst*

08/2021 – 12/2023

- Owned the Excel/VBA service-transfer tool end-to-end (operate, triage errors, reproduce, remediate, validate) to migrate prior-servicer data to new-servicer loan numbers/dates with verified outputs.
- Scaled the process by training 3 teammates and authoring a runbook with error interpretation and recovery steps, enabling self-service and fewer escalations.

## EDUCATION

### University of Texas at Arlington

*Bachelor of Science in Management Information Systems*

- 3.56 GPA, FSA Sports Coordinator, Dean's List

## SKILLS

Application Support • Incident Response • Log Analysis • Root Cause (RCA) • Runbooks/KBs • Excel VBA • SQL • Linux • Docker • Grafana/Loki/Promtail • Bash • Python • Jira • Git • Windows/WSL2 • Splunk/SIEM