Donald Vu

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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
- Executed end-to-end incident response: health checks → log correlation (DB healthy, app memory leak 0→20MB) → container restart → verification (20→0MB)

Memory & Performance Monitoring
Building Resiliency Monitoring for Application Health
- Simulated memory/CPU stress; built Grafana dashboards for resource tracking and metric validation

Nginx 502 Upstream Triage
Proactive Failure Simulation to Improve Triage Efficiency
- Induced/recovered 502 errors via proxy misconfiguration; used Loki/Grafana for error spike analysis and resolution validation

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. *(optional if you need space)*

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

Docker, Grafana, Loki, Splunk, Log Analysis, Incident Response, Root Cause Analysis, Python, Bash, PowerShell, SQL, Excel VBA, Workflow Automation, Promtail, Tableau, Power BI, Jira, Git, SIEM, Linux, Windows, WSL2, BigQuery, MySQL