

Donald Vu

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PROFESSIONAL SUMMARY

Application Support Engineer (3+ yrs) who reproduces issues, isolates root causes, restores service quickly, and documents fixes (KB/runbooks) while communicating clearly across users, support, and engineering.

CERTIFICATIONS

Security+, CompTIA (Issued 07/2025)

PROJECTS

Full Incident Simulation

Production Outage — DB Credential Rotation

- Simulated Postgres credential rotation; app kept old secret → /api/users 500 (FATAL auth). Rolled back password, verified 200 & clean log tail; added DB-secret rotation checklist.

Memory & Performance Monitoring

Building Resiliency Monitoring for Application Health

- Simulated CPU/mem stress; Prometheus/Grafana dashboards exposed patterns and confirmed post-fix behavior.

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.
- Directed internal users to existing docs/examples when appropriate; when not, reproduced defects with logs and kept tickets updated through resolution.

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

Linux/CLI • SQL (PostgreSQL basics) • Excel/VBA • Git/GitHub (basic) • Docker • Windows/WSL2 • case intake • triage/reproduction • direct to docs/examples • escalation • runbooks/KBs • ticketing (Jira) • HTTP/curl -v • Nginx (reverse proxy) • Grafana/Loki/Promtail • Splunk (user-level)