

DONALD VU

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PROFESSIONAL SUMMARY:

Security+ certified Data and Operations Analyst with 3+ years of experience supporting internal teams through technical troubleshooting, process automation, and clear documentation. Transitioning into cybersecurity as a SOC Analyst, applying problem-solving, documentation, and teamwork skills to help monitor systems, investigate alerts, and support incident response.

CERTIFICATIONS

- CompTIA Security+, July 2025

PROJECTS

TryHackMe(Pre-Security Path)

July 2025 - Present

- Explored SOC fundamentals including threat intelligence, SIEM roles, and ethical hacking through intro offensive/defensive labs.
- Gained hands-on networking knowledge: OSI model, LAN/WAN, IP addressing, DNS, and HTTP/HTTPS.
- Practiced Linux/Windows sysadmin tasks: user mgmt, permissions, directory navigation, and endpoint security (UAC, BitLocker).
- Analyzed full web request flows and learned how web servers and CDNs deliver and secure content.

WORK EXPERIENCE

CoreLogic

Irving, TX

Data Analyst

December 2023 - May 2025

- Built and automated data pipelines using SQL (BigQuery), Python, and Excel VBA to deliver actionable insights, saving 2+ hours per request and reducing inefficiencies by 40%.
- Optimized data extraction and email workflows, reducing manual workload by 30% and ensuring consistent delivery of stakeholder reports.
- Supported internal users during onboarding and issue resolution by troubleshooting reporting errors, guiding tool usage, and acting as a liaison between technical and business teams.
- Developed Tableau dashboards used by cross-functional teams to monitor client servicing timelines, data request turnaround, and operational KPIs.
- Authored user-friendly documentation and trained teams on data workflows, leading to a 98% on-time delivery rate and high tool adoption.
- Used JIRA (Kanban board) to manage task assignments, track bug fixes, and communicate progress across teams.

Business Operations Analyst

August 2021 - December 2023

- Served as Subject Matter Expert for the Service Transfer Process, overseeing accurate onboarding and data migration of new client accounts.
- Led tool training and created internal documentation to help team members quickly adopt and understand reporting workflows.
- Collaborated with cross-functional teams to coordinate data integration efforts and system alignment.
- Delivered operational reports and insights to cross-functional teams, supporting strategic decisions and customer-facing performance reviews.
- Identified process inefficiencies and implemented improvements that reduced turnaround times.

EDUCATION

University of Texas at Arlington

Arlington, TX

Bachelor of Science in Management in Information Systems

3.56 GPA

- Organizations/Awards: Sports Coordinator for Filipino Student Association (FSA), Dean's List

SKILLS

- SQL (BigQuery), Python (pandas), Excel VBA, Tableau, Power BI, Git, JIRA, Microsoft Office 365, Email Automation, KPI Dashboards, Workflow Documentation, Internal Training