

# DONALD VU

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

## PROFESSIONAL SUMMARY:

Data and Operations Specialist with experience in SQL-based analytics, process automation, and dashboard reporting. Skilled in implementing workflows that support cross-functional teams, internal onboarding, and data delivery using SQL, Python, Tableau, and Excel VBA. Proven ability to develop tools and reporting processes that streamline operations and reduce manual effort. Comfortable working across technical and non-technical stakeholders to meet data requirements and enable decision-making

## WORK EXPERIENCE

### CoreLogic

Irving, TX

*Data Analyst*

*December 2023 - May 2025*

- Implemented automated reporting pipelines using SQL (BigQuery), Python, and Excel VBA, saving 2+ hours per request and reducing inefficiencies by 40%.
- Optimized data extraction and email delivery processes, reducing manual workload by 30% and improving data delivery consistency.
- Collaborated with internal operations teams on onboarding and rollout of reporting tools, contributing to a 20% increase in SLA compliance.
- Created Tableau dashboards to support cross-functional visibility of client servicing timelines and data requests.
- Utilized CTEs with window functions—such as COUNT() and ROW\_NUMBER()—alongside CASE statements to clean and segment datasets for analysis.
- Authored internal documentation and supported stakeholder training, resulting in a 98% on-time delivery rate and improved team 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.
- Identified process inefficiencies and implemented improvements that reduced turnaround times.

### Infosys

Richardson, TX

*Software Engineer*

*June 2019 – June 2020*

- Participated in Agile software development and contributed to a web application project through UI enhancements and feature development.
- Engaged in sprint planning, team standups, and retrospectives as part of the product team.
- Collaborated with the development team to implement a dynamic shopping cart feature for an internal web application, focusing on user interface enhancements and optimizing responsiveness within an Agile environment.

## 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

- Technical Tools: Microsoft Office Suite (Excel, Outlook, Word, PowerPoint), Office 365, JIRA, Git
- Data & Automation: SQL (BigQuery), Python (pandas), Excel VBA, workflow automation, reporting, email scheduling
- Visualization & Reporting: Tableau, Power BI, Excel dashboards, KPI tracking
- Collaboration & Documentation: Cross-functional onboarding, stakeholder training, internal documentation

## INTERESTS

- Basketball, NBA, Health & Wellness, Video Games (Marvel Rivals), Anime, Psychological/Thriller Movies