Donald Vu

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

PROFESSIONAL SUMMARY

Application Support professional with 3+ years of experience resolving production issues through SQL and log analysis. Expert at reproducing bugs, documenting clear repro steps, and collaborating with engineering teams via Jira to drive fixes.

CERTIFICATIONS

Security+, CompTIA (07/2025)

PROJECTS

Nginx 502 Upstream Triage
- Changed Nginx proxy_pass to app:9999 to intentionally induce 502; confirmed failure with curl.
- Used Loki/Grafana to observe 5xx/min spike and log evidence (connect() failed (111: Connection refused)).
- Reverted config to app:5000, validated recovery (200 OK) and normalizing metrics.

TryHackMe - Application Support Labs (SIEM + Monitoring)
- Queried and visualized Splunk logs to detect authentication and VPN anomalies using stats and timechart.
- Performed root-cause analysis of simulated production alerts using Sysmon and event logs.
- Validated application uptime and connectivity through Nmap and PCAP-based network discovery.

PROFESSIONAL EXPERIENCE

CoreLogic

Data Analyst   12/2023 – 05/2025
- Automated SQL, Python, and VBA pipelines supporting production reporting systems, reducing manual workload by 40%.
- Troubleshot data-driven application errors, performed root-cause analysis, and validated fixes through SQL queries and log reviews.
- Built and maintained Tableau monitoring dashboards for system KPIs, achieving 98% on-time delivery across applications.
- Managed JIRA incidents and collaborated with dev teams to deploy fixes, ensuring system reliability and uptime.

Business Operations Analyst   08/2021 – 12/2023
- Served as SME for Service Transfer Process, ensuring accurate client onboarding and data migration.
- Led tool training, created internal documentation, and supported cross-functional integration.
- Delivered operational reports to leadership, identifying inefficiencies and improving turnaround times.

EDUCATION

University of Texas at Arlington
Bachelor of Science in Management Information Systems
- 3.56 GPA, FSA Sports Coordinator, Dean's List

SKILLS

SQL (BigQuery, MySQL), Python, Excel VBA, Git, Tableau, Power BI, Splunk, Log Analysis, Workflow Automation, SIEM, Data Integrity, Access Controls, Windows, Linux, Bash, Powershell, Docker, Docker Compose, WSL2 (Ubuntu), Grafana, Loki, Promtail, LogQL