

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

12/2023 – 05/2025

- Automated SQL, Python, and VBA pipelines supporting production reporting systems, reducing manual workload by 40%.
- Troubleshoot 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.
- Supported internal software product by troubleshooting Excel macro errors, replicating user-reported issues, and providing immediate technical guidance to prevent workflow disruptions

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