

Donald Vu

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PROFESSIONAL SUMMARY

Proactive problem-solver with 3+ years of experience supporting data-driven applications, from troubleshooting complex errors to automating manual processes. Proven ability to bridge user issues and engineering solutions through root-cause analysis and clear documentation.

CERTIFICATIONS

Security+, CompTIA (07/2025)

PROJECTS

Memory & Performance Monitoring

Building Resiliency Monitoring for Application Health

- Simulated memory leaks via `/api/memory-hog` and high CPU load via `/api/burncpu` to test application resilience
- Built Grafana dashboards tracking request patterns, error rates, slow requests, and memory usage
- Monitored container resources with docker stats and validated metrics through application endpoints (`/api/metrics`, `/health`)

Nginx 502 Upstream Triage

Proactive Failure Simulation to Improve Triage Efficiency

- Modified Nginx `proxy_pass` to `app:9999` to intentionally induce 502 errors; confirmed failure via `curl`
- Used Loki/Grafana to observe `5xx/min` spikes and log evidence (`connect() failed (111: Connection refused)`)
- Reverted configuration to `app:5000`, validated recovery (200 OK) and metric normalization

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.
- 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

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