DONALD VU

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

PROFESSIONAL SUMMARY

Application Support Engineer (3+ yrs) who reproduces issues, isolates root causes, restores service quickly, and documents fixes (KB/runbooks) while communicating clearly across users, support, and engineering.

APPLICATION SUPPORT INCIDENT LABS

Database Credential Rotation Incident
- Simulated a Postgres credential mismatch (500s); traced FATAL auth errors; realigned the secret; wrote a rotation checklist.

Auth / API-Key Outage Dashboard
- Instrumented auth metrics + Grafana; broke X-API-Key to trigger a 401 spike; fixed the config; confirmed recovery in dashboards by comparing before/after error rates.

Nginx 502 Upstream Triage
- Broke the upstream target to induce 502; used logs/dashboards to find connection errors; restored config; captured 502 triage steps.

PROFESSIONAL EXPERIENCE

CoreLogic

Data Analyst (Application Support)   12/2023 – 05/2025
- Owned an Excel/VBA automation for scheduled data pulls used by internal teams and Client Account Managers; monitored run logs, triaged failures, reproduced defects, and shipped script fixes under daily SLAs.
- Reproduced errors with test inputs, patched the VBA module/configs, and verified outputs, enabling Client Account Managers to self-serve lien data and saving ~1–1.5 hours/day.
- Authored a short runbook (steps, log locations, common fixes) and directed internal users to existing docs/examples when possible; when not, reproduced defects with logs and kept tickets updated through resolution.

Business Operations Analyst   08/2021 – 12/2023
- Owned the Excel/VBA service-transfer tool end-to-end (operate, triage errors, reproduce, remediate, validate) to migrate prior-servicer data to new-servicer loan numbers/dates with verified outputs.
- Scaled the process by training 3 teammates and authoring a runbook with error interpretation and recovery steps, enabling self-service and fewer escalations.

SKILLS

Data & Automation — SQL (PostgreSQL basics) • Excel/VBA • Git/GitHub (basic)

Web / Infra — Linux/CLI • Docker • Windows/WSL2 • HTTP/curl -v • Nginx (reverse proxy)

Monitoring & Logging — Grafana • Loki/Promtail • Splunk (user-level)

Support & Collaboration — Case intake & clarification • Triage & reproduction • Docs/examples guidance • Escalation & handoff • Runbooks/KBs • Ticketing (Jira)

EDUCATION

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

CERTIFICATIONS

Security+, CompTIA (issued 07/2025)