THUAN VO

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Professional Experiences

🚨 On Call Incident Response Manager - *Comcast Technology Solutions* — *July 2025 – Present*

- Led service incident investigations and ensured 24×7 availability of Comcast's Cloud Video Platform.
- Collaborated with on-call service engineers in cloud and video product operations.
- Ensured all key resources are engaged and focused on remediation
- Drove the incident communications strategy and execution across CTS
- Drove and rely on key performance measures, which will be critical to validating performance and service health.
- Drove programs to improve alert coverage and accuracy, drove down resolution times, work with owners to complete post mortems on a timely basis, and track the aging of repair items, as well as define other incident management and problem management-related workflows

📡 Live Linear Support Engineer II *(Linear Rights Management / Virtual Channel / Linear Processing services)* - *Comcast Technology Solutions* — *Jan 2021 – Present*

- Provided 2nd-level support and served as an escalation point for complex technical issues, reducing resolution time.
- Documented incident timelines and outcomes, conducted Root Cause Analysis (RCA), and supported Post-Incident Reviews (PIRs).
- Managed SSO accounts for internal and external users, ensuring secure and streamlined authentication processes.
- Developed and maintained incident response playbooks, improving organizational preparedness.
- Participated in real-time incident response, ensuring accurate stakeholder communication and documentation.
- Led a team of 10+ professionals to facilitate ad-hoc training and implement knowledge-sharing practices, reducing Tier 1 escalations.
- Built custom alerts and operations dashboards using Splunk, DataDog, Touchstream, Zenoss and Grafana.

- Gathered requirements from non-technical stakeholders to inform feature enhancements.
- Designed and managed customer onboarding processes, service tracking, and change notification systems.
- Managed SSO user provisioning and access controls for internal and external users, ensuring secure and streamlined authentication processes.

🎥 **Application Support Engineer I** *(Cloud Video Platform products) - **Comcast Technology Solutions** — Aug 2018 – Dec 2020*

- Provided 1st-level support: resolved incidents, monitored ticket progress, and escalated when necessary.
- Improved server health and performance through proactive monitoring and incident response.
- Collaborated cross-functionally to resolve complex issues and enhance team communication.
- Diagnosed application errors and performance issues, implementing solutions to optimize functionality.

🌐 **IT Consultant** - ***Making A Difference Foundation*** — *Nov 2017 – Jul 2018*

- Built and developed a Food Bank System mobile app to collect user input and store data in an Excel-based database.
- Supported LAN/WAN environments, printers, switches, and wireless devices
- Diagnosed and resolved IT issues including workstation, laptop, and network troubleshooting.

Education | Bachelor of Science in Information Technology - *University of Washington*

Key Skills

Python, RESTful APIs, HTML, SQL, CSS, Jira, ServiceNow, Zenoss, DataDog, Grafana, Linux, Splunk, GitHub, Touchstream, SCTE224, AWS, Microsoft Office Applications, System Administration, Agile

Accomplishments

- Washington State Opportunity Scholarship | Seattle World School Alumni Scholarship