THUAN VO

Seattle, WA

nhocwaya2@gmail.com | 206-972-7731 | S LinkedIn Profile

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).
- 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.
- Managed CVP user provisioning and access controls for internal and external users, ensuring secure and streamlined authentication processes.

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

Accomplishments

• Washington State Opportunity Scholarship | Seattle World School Alumni Scholarship