## THUAN VO

#### Seattle, WA

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

## **Professional Experiences**

- On Call Incident Response Manager Comcast Technology Solutions July 2025 —

  Present
- Led 24×7 service incident investigations for Comcast's Cloud Video Platform, ensuring platform availability for enterprise customers.
- Collaborated with engineering, product, and operations teams to drive rapid resolution and service restoration.
- Directed incident communications strategy, ensuring clear, timely updates to both technical and executive stakeholders.
- Developed and improved runbooks, playbooks, and workflows for incident and problem management, reducing mean time to resolution (MTTR).
- Drove post-mortem processes, tracked recurring issues, and recommended systemic fixes to engineering and product teams.
- Delivered enterprise-level technical support for distributed services (Linear Rights Management, Virtual Channel, and Linear Processing).
- Acted as Tier 2 escalation point for complex customer and system issues, reducing time to resolution.
- Diagnose and resolve complex API, database, and network performance issues across cloud-hosted video services.

- Authored and maintained incident response playbooks and Standard Operating Procedures (SOPs), improving team readiness and consistency.
- Partnered with Product and Engineering to suggest enhancements based on customer issue trends and service data.
- Built and maintained monitoring dashboards and custom alerts (Splunk, Grafana,
   DataDog, Zenoss, Touchstream) to proactively identify service degradation.
- Managed SSO authentication (internal/external) and customer onboarding processes, ensuring secure and streamlined access.
- Facilitated ad-hoc training for 10+ engineers, mentoring peers and reducing Tier 1 escalations by 30%.
- Participated in weekend on-call rotations, providing continuous enterprise support across multiple time zones.

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- Evaluated and improved AI model outputs by ranking, scoring, and editing responses for technical accuracy, tone, and clarity.
- Flagged high-risk outputs (e.g., hallucinations, security issues) and provided structured feedback for engineering improvements.
- Authored QA documentation and cross-checked other annotators' work for consistency.

# 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, Postman, Browser Dev Tools, SQL, Jira, ServiceNow, Zenoss, DataDog, Grafana, Splunk, Touchstream, SCTE224, AWS, GitHub, HTML, CSS, Linux, System Administration, Agile, AWS Console

## **Accomplishments**

• Washington State Opportunity Scholarship | Seattle World School Alumni Scholarship