

DONALD VU

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PROFESSIONAL SUMMARY:

Customer-focused Data & Operations Analyst with 3+ years of experience delivering insights and process improvements across cross-functional teams. Skilled in SQL, Python, Tableau, and Excel to automate reporting, support SaaS delivery, and communicate data findings that drive business decisions. Experienced in collaborating with internal and external stakeholders to improve onboarding, track KPIs, and scale reporting solutions for customer success teams.

WORK EXPERIENCE

CoreLogic

Irving, TX

Data Analyst

December 2023 - Present

- Built and automated data pipelines using SQL (BigQuery), Python, and Excel VBA to deliver actionable insights, saving 2+ hours per request and reducing inefficiencies by 40%.
- Optimized data extraction and email workflows, reducing manual workload by 30% and ensuring consistent delivery of stakeholder reports.
- Partnered with internal and client-facing teams to launch reporting tools that supported onboarding efforts, contributing to a 20% increase in SLA compliance.
- Developed Tableau dashboards used by cross-functional teams to monitor client servicing timelines, data request turnaround, and operational KPIs.
- Used CTEs and window functions (e.g., COUNT(), ROW_NUMBER()) to transform datasets into client-friendly insights and performance snapshots.
- Authored user-friendly documentation and trained teams on data workflows, leading to a 98% on-time delivery rate and high tool adoption.

Business Operations Analyst

August 2021 - December 2023

- Served as Subject Matter Expert for the Service Transfer Process, overseeing accurate onboarding and data migration of new client accounts.
- Led new hire training and documentation efforts to accelerate internal workflow adoption.
- Collaborated with cross-functional teams to coordinate data integration efforts and system alignment.
- Delivered operational reports and insights to cross-functional teams, supporting strategic decisions and customer-facing performance reviews.
- Identified process inefficiencies and implemented improvements that reduced turnaround times.

Infosys

Richardson, TX

Software Engineer

June 2019 – June 2020

- Participated in Agile software development and contributed to a web application project through UI enhancements and feature development.
- Engaged in sprint planning, team standups, and retrospectives as part of the product team.
- Collaborated with the development team to implement a dynamic shopping cart feature for an internal web application, focusing on user interface enhancements and optimizing responsiveness within an Agile environment.

EDUCATION

University of Texas at Arlington

Arlington, TX

Bachelor of Science in Management in Information Systems

3.56 GPA

- Organizations/Awards: Sports Coordinator for Filipino Student Association (FSA), Dean's List

SKILLS

- Data Analysis & Querying: SQL (BigQuery, MySQL), Python (pandas), Excel VBA, Git
- Visualization & Reporting: Tableau, Power Bi, Excel dashboards, KPI tracking
- Automation & Optimization: Workflow automation, report creation, email scheduling
- Cross-functional Collaboration: Cross-function onboarding, training, stakeholder engagement

INTERESTS

- Basketball, NBA, Health & Wellness, Video Games (Marvel Rivals), Anime, Psychological/Thriller Movies