

Idi Ooko

Education

Western Governors University, Remote

- Accelerated Bachelors of Science in Information Technology (October 2025 – May 2028)

Technical Skills

- Languages & Tools: Python, Linux, Docker, Oracle Cloud

Certifications:

- Google IT Support Professional
- Security+ (In Progress)

Projects

- **Second Brain Ai Dashboard** (Python, Flask, Chroma, Docker)
 - Engineered a personal AI dashboard with **Streamlit**, **Flask**, and **ChromaDB**, vectorizing 2,000+ ChatGPT conversations to deliver context-aware, personalized responses modeled on fictional character personas, like Batman.
 - **Integrated APIs** for Google Calendar, Notion, and Apple Health enabling automated task re-prioritization based on energy levels and hours of sleep.
- **CasaOS Media Consolidation Server** (Linux, Docker, Automation, Networking)
 - **Designed and deployed** a Linux Mint CasaOS server to automatically back up and organize personal media libraries across iphone (via Mac/iCloud), Android, and local storage.
 - **Configured Docker containers** and automation scripts to handle ingestion deduplication, and folder organization, ensuring high availability of photo/video archives.
 - **Scheduled backups and redundancy** for disaster recovery, improving reliability compared to iCloud.

Experience

Daikin Comfort Industries, Waller, TX

Continuous Improvement Technician, October 2023-Present

- **Designed and maintained UX/UI for ISO 17025 quality management** websites, supporting audits, corrective actions, and customer complaint tracking.
- **Developed a Gantt chart system for tracking internal test requests (TRs)**, improving visibility and on-time project delivery.
- **Partnered with software engineers via Jira** to translate requirements, prioritize enhancements, and optimize internal web tools.

Transcom, Remote

Tier 2 Customer Support Advisor , May 2021-October 2023

- **Delivered advanced troubleshooting and incident documentation for iOS/macOS**; maintained SLAs with clear case notes.
- **Handled sensitive customer data with strict privacy**; contributed to peer training and knowledge base updates.