Personal Site: ididevops.netlify.app
Github: N3onkashimo

Idi Ooko

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Aspiring DevOps Engineer | Systems Automation & Cloud Infrastructure Engineer | ISO Compliance Experience

Bilingual and Systems-minded IT professional building DevOps expertise through hands-on self-hosted infrastructure, process automation, and ISO 17025 compliance support. Experienced in developing AI-powered dashboards, managing Linux-based homelabs, and automating workflows at Daikin Industries. Currently pursuing AWS Cloud Practitioner and Security+ certifications while seeking SRE/DevOps internship opportunities to transition from IT support into infrastructure engineering.

FEATURED PROJECT ACHIEVEMENTS

Second Brain (AI-Driven Personal Automation System) (*Python, Flask, Streamlit, Docker, ChromaDB*)
- **Engineered a self-hosted personal automation dashboard** that integrates **Streamlit**, **Flask**, and **ChromaDB** to vectorize over **2,000+ ChatGPT logs**, enabling context-aware task recall and persona-based responses.
- **Integrated APIs for Google Calendar, Notion, and Apple Health** to dynamically reprioritize daily tasks based on sleep, mood, and energy data.

NCAFters Live – Online Radio Station
- Deployed and maintain self-hosted Icecast streaming server with 24/7 uptime, practicing site reliability principles including service monitoring, fault tolerance, and incident response all running on a **Oracle Cloud Instance.**

Linux Homelab & CasaOS Cloud Alternative
- **Deployed a Linux Mint–based homelab using CasaOS** as a personal cloud alternative to iCloud, automating photo/video backup and cross-device syncing (iPhone, Android, local storage).
- **Configured Docker containers** for media ingestion, deduplication, and directory organization, improving reliability and retrieval speed.

Lab Test Request Gantt Chart
- **Developed a Gantt Chart that tracks Test Requests** for Sr. Lab Manager and Design Engineers, **inspired by the Windows Project UI** to visualize progress and estimated completion dates of Test Requests.
- Reduced lab request turnaround time by **30%** through real-time progress visualization.

EDUCATION ◊ CERTIFICATIONS ◊ TRAINING

Accelerated Bachelor of Science, Information Technology Western Governors University	2025-2028 Salt Lake City, UT	**Google IT Support**	December 2024
		AWS Cloud Practitioner (In Progress)	July 2026
		Security + (In Progress)	July 2026

SKILLS & APPLICATIONS

- Python
- Bash / Linux Administration
- Docker / AWS / Github Actions
- CI/CD Pipeline Management
- Automation & Scripting

- Jira / Confluence
- CasaOS
- Streamlit Framework
- ISO 17025 Compliance
- Github Actions
- Microsoft Office

CAREER OVERVIEW   August 2019 - PRESENT

Continuous Improvement Technician I   **October 2023 – Current**
Daikin Industries, LTD.   Waller, TX

- ➢ **Manage calibration of Lab Tools** and coordinate with external vendors to maintain **ISO 17025 compliance** across the Engineering Lab, ensuring minimal downtime and audit readiness.
- ➢ **Collaborate with software engineers** to update and expand the internal **ELP (Engineering Lab Portal)** system with web-based modules supporting **ISO 17025** documentation.
- ➢ Attend and assist during **internal and external ISO 17025 audits**, ensuring documentation and calibration evidence are organized and traceable.
- **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.
- **Supported internal audits and ensured 100% tool traceability under ISO 17025 requirements.**

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Tier 2 Technical Support Advisor   **October 2022 – November 2022**
Transcom Worldwide.   Remote

- ➤ **Delivered advanced technical troubleshooting, root-cause analysis, and incident management** for Apple devices (iOS, macOS, and peripherals.
- ➤ **Created and tracked cases** in Apple's Core ticketing system, documenting Apple ID–linked issues, service history, and device diagnostics.
- ➤ Maintained strict adherence to **data security, GDPR, and confidentiality protocols**, ensuring compliance in every interaction.
- **Resolved 50+ tickets weekly** while maintaining 95% satisfaction ratings and documentation accuracy.
- Contributed to **peer training and internal documentation updates**, improving knowledge base reliability and response speed.
- Communicated technical terminology in **clear, empathetic language**, building customer trust and retention.

Resident Advisor   **August 2021 – May 2022**
Wharton County Junior College.   Cypress, TX

- ➤ **Fostered an inclusive community** for over 70 residents through events, workshops, and peer support.
- ➤ **Provided essential support** during remote learning transitions, ensuring student safety and accessibility.
- ➤ Enforced **health and safety protocols** during the COVID-19 pandemic and Texas Winter Storm, coordinating with staff for food and shelter distribution
- Promoted student welfare and engagement through consistent communication and conflict resolution.

Work Study   **August 2019 – May 2021**
Wharton County Junior College.   Cypress, TX

- ➤ **Resolved support requests** through the campus ticketing system, improving response times for students and faculty.
- ➤ Assisted with **hardware/software deployments**, including GPU and PC upgrades for the Theatre Department's projection systems.
- ➤ **Configured peripherals and user accounts** across campus labs to maintain compliance with IT standards.
- ➤ **Documented resolutions in Jira** and collaborated with IT staff to streamline help desk workflows.
- Supported technology readiness for campus events, including the **College Theatre Fair showcase**.
- Improved student satisfaction by ensuring consistent uptime for campus devices and projectors.