

Idi Ooko

Katy, TX

Education

Wharton County Junior College, Wharton, TX

- Associates of Arts in Drama: **Graduated** in June 2022
- GPA: 3.2

Related Projects

- Created a server for an NPO for communication during the pandemic (Java)
- Created a personal VPN (Raspberry Pi)

Related Courses

- Computer Science I, Programming Fundamentals I, Calculus I

Technical Skills

- Languages: Python
- Software: Linux, Microsoft Office 365 (Excel, Word, PowerPoint)

Experience

Daikin Comfort Industries, Waller, TX

Continuous Improvement Technician, October 2023-Present

- **Handle confidential customer data**, ensuring the utmost discretion and confidentiality in the relay and handling of sensitive information.
- Provide top-notch conflict resolution and customer support, maintaining composure and professionalism in challenging situations.
- Demonstrate effective multitasking by utilizing various tools and platforms to ensure customer satisfaction.
- Review and resolve fraudulent disputes of transactions made under Apple Media Services, further showcasing attention to detail and security.

Dominion Systems Inc, Remote

DevOps Engineer, July 2018-Present

- Developed and managed AWS Cloud infrastructure using Infrastructure as Code (IaC) tools like Terraform, enabling automated and consistent deployments for multiple projects.
- Implemented CI/CD pipelines with Jenkins and GitLab CI/CD, reducing deployment time by 50% and increasing team productivity.
- Utilized Docker and Kubernetes to containerize and orchestrate microservices, leading to improved scalability and ease of maintenance.
- Collaborated with development teams to identify and implement automation opportunities, resulting in enhanced efficiency in development and deployment processes.

Transcom, Remote

Tier 2 Technical Support Advisor and Media Support Services Advisor, May 2021-October 2023

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Wharton County Junior College Wharton, Wharton, TX

Student Help Desk Technician, August 2019 – May 2021

- Assisted in the setup and configuration of computer systems, printers, and other peripherals.
- Responded to help desk tickets or inquiries in a timely manner, ensuring a high level of customer satisfaction.
- Performed Installs to hardware, software, and peripheral equipment, following installation specifications.