

Tariq Moore

(954)-673-8351 • Orlando, FL • tariqmoor3@gmail.com • [LinkedIn](#) • [Portfolio](#) • [GitHub](#)

Skills

Cloud: EC2, S3, IAM, Terraform, CloudWatch, Lambda, API Gateway, Virtualization, Docker

Programming: Python, Bash, SQL, REST API, Git, CICD, YAML

Technical: Root Cause Analysis, Customer Service, Collaboration, Zendesk, JIRA

Operating Systems: Windows Server, Mac OS, Linux (Ubuntu, RHEL), Android, iOS

Work Experience

Technical Support Engineer – Business Continuity & Disaster Recovery

08/05/24 – Current

Kaseya Inc.

Orlando, FL

- Diagnosed and resolved complex technical issues in disaster recovery scenarios, collaborating with cross-functional teams to ensure 95% first day resolution SLA.
- Analyzed and troubleshoot system failures, networking configurations, and data corruption errors, applying both Linux and Windows OS command line expertise with Bash and PowerShell.
- Perform incident triage and maintain ownership until resolved or escalated for further research. Answer incoming support inquiries via various channels (Chat, phone, email, etc.)
- Fixed Linux environments for issues by collecting logs and stack traces, fine-tuning by editing configuration files.
- Troubleshoot MSP hypervisor fleets for backup and VM connection failures to our Datto appliance.
- Closed 50 cases a week with technical issues ranging from VM failure, VMware configuration, hardware diagnostics, cloud data replication, disaster recovery, and more.

Technical Support Engineer

03/03/23 – 03/03/24

SmartBear Inc.

Coconut Creek, FL

- Troubleshooted and resolved technical support issues for external customers via email, live chat, and phone.
- Collaborated with DevOps and QA teams, improving automated tests quality by utilizing SaaS products TestComplete for automation and BitBar for accessing mobile devices via cloud.
- Increased customer satisfaction by 40% by enhancing user test cases via reverse-engineering JavaScript/Python.
- Managed and resolved multi-tiered support (L1/L2/L3) for clients via Salesforce, email, live chat, and phone.

Software Support Specialist

02/14/22 – 02/14/23

Modernizing Medicine

Boca Raton, FL

- Provide Tier 1 technical support for SaaS product, gGastro, by assisting via web, chat, telephone, and Salesforce cases.
- Achieved perfect customer satisfaction scores for two consecutive months within the first seven months of employment.
- Diagnosed inbound and outbound HL7 Interface issues, utilizing Mirth Connect Interface.
- Resolved approximately 85% of cases before they were escalated to Tier 2 support by addressing issues swiftly.
- Collaborated closely with the development team through JIRA to address any issues that arose in the EHR software.
- Improved knowledge base documentation by implementing improvements, and creating new articles.

Projects

AWS Cloud Resume Challenge – [Live Site](#)

- Designed and deployed a dynamic resume website with AWS services (S3, API Gateway, CloudFront, and Lambda), showcasing expertise in infrastructure automation with Terraform and GitHub Actions (CI/CD Pipelines).

Education

AWS Cloud Practitioner (Certification)

05/24 – 05/27

AWS Developer Associate (Upcoming Certification)

Broward College

Associate of Science - Software Development