

Tariq Moore

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

Skills

Technical: Troubleshooting, Diagnostics, Disaster Recovery, System Administration, Data Backups

Programming: JavaScript, Python, Bash, Git, SQL

Networking: Firewalls, NFS, DHCP, DNS, LAN/WAN, TCP/IP

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

- Resolved complex technical issues in disaster recovery scenarios, collaborating with cross-functional teams to ensure minimal downtime by 30%.
- Used cloud knowledge to analyze 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 around 30-50 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 TestComplete automation software 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

- Delivered technical support for software and hardware issues, focusing on uptime and performance optimization for Windows OS and server environments.
- Utilized advanced troubleshooting skills to identify and resolve client issues related to Windows OS and server environments, ensuring system uptime and efficient operations.
- Collaborated with internal teams to implement new features and address complex issues, enhancing overall service delivery.

Projects

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

- Developed and deployed a dynamic resume website, leveraging AWS services including S3, API Gateway, CloudFront, and Lambda. This project involved infrastructure management and automation best practices, demonstrating an understanding of REST APIs, performance monitoring, and Cloud Engineering.

Visualization Dashboard Project

- Created interactive data visualizations using Amazon S3 and Amazon QuickSight for a dataset of 50,000 best-selling Amazon products. Enhanced data analysis skills and exposure to agile project management.

Education & Certifications

AWS Certified Cloud Practitioner

May 2024 – May 2027

Broward College

Aug 2019 – Dec 2022

Associate of Science - Software Development