

Tariq Moore

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Summary

Customer-obsessed Technical Support professional and AWS Cloud enthusiast driven by continuous learning. Proven track record of exceeding customer expectations and improving overall satisfaction. Skilled in resolving complex technical issues, collaborating with cross-functional teams to enhance product stability, and implementing efficient troubleshooting processes.

WORK EXPERIENCE

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

May 2024 – May 2027

- Developed and deployed a dynamic resume website using HTML, CSS, JavaScript, and AWS services (S3, CloudFront, DynamoDB, Lambda, API Gateway), utilizing Terraform for IaC and GitHub Actions for CI/CD.

WORK EXPERIENCE

Technical Support Engineer

Mar 2023 – Mar 2024

SmartBear Inc.

Coconut Creek, FL

- Provided prompt, efficient, detailed service by engaging directly with customers, resolving complex issues related to the company's products.
- Orchestrated collaborative sessions with DevOps and QA engineers, resulting in a streamlined UI testing framework that reduced bugs by 40% and increased overall product quality by 25%.
- Reverse-engineered JavaScript and Python test code to enhance user test cases, leading to a 40% increase in user satisfaction.
- Conducted automation functional testing for a wide range of applications, including Web, Mobile, and Desktop applications.
- Offered multi-tiered support (L1/L2/L3) to address a diverse range of customer issues and inquiries.

Software Support Specialist

Feb 2022 – Feb 2023

Modernizing Medicine

Boca Raton, FL

- Provided L1/L2 technical support to 300+ enterprise clients, addressing and resolving complex product issues efficiently.
- Developed and customized electronic forms within the SaaS platform, ensuring seamless integration and optimal user experience for healthcare clients.
- Resolved escalations from other team members daily, ensuring effective solutions and achieving perfect CSAT scores for four consecutive months.
- Acted as a customer advocate, collecting user feedback, and filing detailed bug reports to the Engineering team for continuous product improvement.

Advanced Repair Agent

Nov 2020 – May 2022

BestBuy Geek Squad

Plantation, FL

- Diagnosed and repaired hardware and software issues across various operating systems, utilizing exceptional root cause analysis.
- Implemented preventative measures and provided user education on system security and maintenance, reducing repeat client data breach occurrences by 40%.
- Boosted Geek Squad customer satisfaction by 50% by implementing effective strategies to improve department NPS ratings to 93%.
- Conduct data recovery and system backups to safeguard critical information, maintaining detailed documentation of process.

EDUCATION & CERTIFICATIONS

AWS Certified Cloud Practitioner

May 2024 – May 2027

- Certification focused on AWS Cloud fundamentals and architecture.
- Topics covered include DNS, SSH, Load Balancing, Core AWS Services, EC2, Lambda, Security, networking, serverless architecture, Infrastructure as Code, and hybrid cloud environments.

Broward College

Aug 2019 – Dec 2022

Associate of Science – Software Development

TECHNICAL SKILLS

Programming/Scripting: JavaScript, Python, NodeJS, SQL, CI/CD Pipeline, AWS Lambda, Git

Cloud Technology: AWS, IAM, EC2, S3, VPC, Route53, CloudFormation, Docker, API Gateway

Technical Support: Root Cause Analysis, Diagnostics, Ticketing Systems, RDP, API Integration, HL7, SaaS

Operating Systems: Linux (Ubuntu), Windows Server, MacOS, AndroidOS, iOS