

Tariq Moore

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

Summary

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

WORK EXPERIENCE

Technical Support Engineer

Mar 2023 – Mar 2024

SmartBear Inc.

Coconut Creek, FL

- Developed and delivered internal training sessions on overall product, enabling effective usage, and reducing support inquiries.
- 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 ratings.
- 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.
- Actively gathered user feedback, documented issues, and created JIRA tickets, collaborating with the development team to drive continuous product improvement.

Software Support Specialist

Feb 2022 – Feb 2023

Modernizing Medicine

Boca Raton, FL

- Provide L1/L2 technical support to 300+ enterprise clients running SaaS products, ensuring smooth operations.
- Resolved escalations from other team members daily increasing customer satisfaction and ensuring effective solutions.
- Achieved perfect CSAT scores for four consecutive months within the first seven months of employment.
- Analyzed API calls and responses to resolve data errors or communication issues.
- Provided technical support for inbound and outbound HL7 messaging, enhancing system inoperability and reliability.
- Collected details of application bugs, performed testing of new builds with end users and provided feedback to application developers.

Advanced Repair Agent

Nov 2020 – May 2022

BestBuy Geek Squad

Plantation, FL

- Diagnose/Repair hardware and software issues utilizing exceptional root cause analysis to troubleshoot Linux, MacOS, iOS, AndroidOS, and Windows issues.
- Removed viruses and malware, implemented preventative measures, and provided user education on system security and maintenance. Reducing repeat client data breach occurrences by 40%.
- Successfully 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, EC2, Lambda, Security, network monitoring, 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 Computing: AWS, IAM, EC2, S3, VPC, Route53, CloudFormation, Docker, API Gateway

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

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