Tariq Moore

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Work Experience

SmartBear · Coconut Creek, FL
Customer Care Engineer · March 2023 – Present

- Resolved technical support issues for external customers through inbound cases on Salesforce and scheduled phone calls, utilizing troubleshooting skills to identify and solve problems efficiently.
- Trained users in our proprietary TestComplete software and White box test automation, resulting in increased user proficiency and confidence.

Modernizing Medicine · Boca Raton, FL
GI-Software Support Specialist · February 2022 – March 2023

- Achieved an impressive track record of perfect customer satisfaction for two consecutive months within the first seven months of employment, earning recognition from colleagues and management for exceptional performance.
- Efficiently managed inbound calls and emails using RingCentral and Salesforce CRM, delivering timely, accurate solutions to client issues while maintaining a high level of responsiveness and professionalism.
- Collaborated with the development team using JIRA to resolve issues with the EHR software, showcasing strong teamwork and problem-solving skills to deliver top-notch solutions for clients.

BestBuy Geek Squad · Plantation, FL
Advanced Repair Agent · November 2020 - May 2022

- Provided advanced diagnostic and repair services, leveraging extensive knowledge of Windows 10 and Mac operating systems and utilizing proprietary software developed by Geek Squad to deliver top-quality solutions to clients.
- Successfully boosted Geek Squad customer satisfaction by an impressive 20% by implementing effective strategies to improve department NPS survey ratings, resulting in a significant increase in positive reviews from 73.4% to 94.8%
- Leveraged exceptional technical skills to build customized PCs tailored to clients' specific needs and interests, including gaming, 3D animation, music production, and business applications.

Development Projects

Simon Says Game – View Live
HTML5 | JavaScript | jQuery

- Enhanced the user experience with dynamic button animation, custom failure screen, and other visually stunning special effects using advanced **jQuery** functionality.
- Revamped the classic game with increasingly complex and challenging levels, delivering an immersive and engaging experience that drives user satisfaction.

Online Drum Set – View Live
HTML5 | CSS3 | JavaScript

- Leveraged vanilla **JavaScript** to deliver dynamic DOM manipulation, enabling seamless and lightning-fast updates to the website's user interface.
- Empowered users to produce an extensive range of sounds using intuitive keyboard inputs, creating a rich and immersive experience that puts the power of music production in their hands.

TinDog – View Live
HTML5 | CSS3 | Bootstrap5

- Sleek and user-friendly landing page website that emulates the functionality of popular dating apps like Tinder.
- Utilized proficiency in **HTML** and **Bootstrap5** to develop a website with a strong emphasis on responsive design, ensuring optimal user experience across all devices.

Education

Broward College · Davie, FL
AS Software Development · August 2020 - December 2022

Technical Skills

Programming Languages:	HTML5, CSS3, JavaScript
Frameworks:	Bootstrap5, jQuery, React.
Tools:	Git/GitHub, Figma, Visual Studio Code, NPM, MySQL, JIRA
Conceptual:	Object Oriented Programming, Agile Development, SDLC