Tariq Moore

[Portfolio](https://kiddkazz.github.io/Portfolio/) *·* [tariqmoor3@gmail.com](mailto:tariqmoor3@gmail.com) *·* (954)-673-8351 *·* [www.linkedin.com/in/tariq-moore/](https://www.linkedin.com/in/tariq-moore/)

Work Experience

**SmartBear** Coconut Creek, FL

*Customer Care Engineer* Mar. 2023 – Current

* 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* Feb. 2022 – Mar. 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* Nov. 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**

*HTML5 | JavaScript | jQuery* – [View Live](https://kiddkazz.github.io/SimonGame/)

* 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**

*HTML5 | CSS3 | JavaScript* – [View Live](https://kiddkazz.github.io/OnlineDrumKit/)

* 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**

*HTML5 | CSS3 | Bootstrap5* – [View Live](https://kiddkazz.github.io/tindog/)

* 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*  Aug. 2020 – Dec. 2022

Technical Skills

Programming Languages: HTML5, CSS3, JavaScript  
Frameworks: Bootstrap5, jQuery, Express.JS

Developer Tools: Git, Node.JS, Figma, Visual Studio Code, NPM, JIRA

Conceptual: Object Oriented Programming