TARIK GRIGGS

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Tampa, Florida

LINKS

LinkedIn
Azure Administrator Associate
Azure Network Engineer
Azure Virtual Desktop Specialty

SKILLS

Team Leadership & Coaching
Escalation Management
Root Cause Analysis
Microsoft Azure / AVD
Windows Server & RDS
Active Directory / GPO
Networking & VPN
Microsoft 365
ConnectWise & IT Glue
Scripting & Automation

Tarik Griggs

Senior Cloud Support Engineer | Microsoft Azure & Hosted Cloud

Senior Cloud Support Engineer with 7+ years of experience across cloud infrastructure, Microsoft Azure, Microsoft 365, and systems administration. Lead a team of four L3 engineers, coaching them through complex escalations and planning how the team resolves high-impact issues for both internal teams and clients. Subject matter expert for hosted private-cloud and Azure environments, known for root cause analysis, clear client communication, and building runbooks and knowledge that stop repeat issues. Microsoft Certified Azure Administrator, Azure Network Engineer, and Azure Virtual Desktop Specialty; CompTIA Security+ certified.

EMPLOYMENT HISTORY

Senior Cloud Support Engineer, Cloud at Work – Remote
January 2026 — Present

- Lead a team of four L3 engineers: coach them on complex cases, plan workload and priorities, and guide the team to solutions for difficult problems for internal teams and clients.
- Serve as subject matter expert and escalation owner for hosted cloud (private VPC) and Microsoft Azure environments, owning high-impact incidents end-to-end through resolution and follow-up.
- Lead root cause analysis on recurring and systemic issues, spotting trends in tickets and defects and driving fixes that reduce repeat incidents.
- Communicate directly with clients on complex or sensitive issues, setting clear expectations on resolution path, risk, and timeline, and delivering root cause explanations.
- Partner with Product, Engineering, Professional Services, and Client Experience teams on escalations, post-incident reviews, and corrective action plans.
- Write and maintain advanced runbooks and knowledge base content; support onboarding and deliver internal training for new Support Engineers.
- Identify and propose process, tooling, and automation improvements that raise support quality and efficiency.

Cloud Support Engineer, Cloud at Work – Remote
March 2024 — December 2025

- Troubleshot and supported client cloud servers hosted in a private cloud (VPC) and Microsoft Azure.
- Configured client-to-site and site-to-site VPNs for client environments.

- Installed, upgraded, and monitored server operating systems and applications.
- Upgraded and maintained cloud server resources to meet client performance needs.
- Built Azure environments, including Azure Virtual Desktop (AVD) and virtual machines, and resolved Azure-related issues.
- Created troubleshooting documentation to speed up resolution of future issues.

System Administrator, CommTech Technology Industries L.L.C, New Orleans
July 2022 — March 2024

- Supported clients with network connectivity, server management, shared software, 365, VMware, and other applications.
- Managed system administration tasks and user account management for various clients.
- Installed, upgraded, and monitored IT equipment on all levels.
- Responded to requests for workstations, servers, application software, phone systems, and ISP issues, providing triage and escalation when necessary.
- Conducted general troubleshooting to diagnose common network and systems issues.
- Configured and built Azure environments and Virtual Machines, troubleshooting Azure-related issues.

Jr. System Administrator/Support Technician, iMerit Technology, New Orleans
October 2021—July 2022

- Configured, maintained, upgraded, and managed various network devices and IT systems, including Linux, Mac, and Windows-based systems.
- Managed anti-virus policies through Bitdefender Consoles.
- Coordinated asset management inventory audits with Ivanti web portal and LANDesk.
- Configured and maintained VMware host machines.
- Tracked customer work tickets, documenting all actions taken to resolve issues.
- Developed user training manuals, updated FAQs, and provided help sheets with step-by-step instructions.
- Provided excellent customer service to clients in person, remotely, by telephone, and via email.

EDUCATION

A.S. in Computer Science, St. Petersburg College, Saint Petersburg
August 2016 – July 2019

CERTIFICATIONS

Microsoft Certified: Azure Administrator Associate
Microsoft Certified: Azure Network Engineer Associate
Microsoft Certified: Azure Virtual Desktop Specialty
CompTIA Security+