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View my resume and work: https://posthog-support.koslovsky.xyz/

Technical Support Engineer | PostHog

Cover letter

Hello PostHog team,

At NuPrice, I wrote and ran a repricing app and answered the people who depended on it. When a price looked wrong, I had to figure out whether I was looking at bad marketplace input, a pricing rule the customer could change, or a bug I needed to fix. I liked being able to give customers an answer that explained what had happened and what I was going to do about it.

At Front Range Internet, I led NOC operations and worked engineering escalations for hosting and colocation. I also built diagnostics other people could use after the incident was over. At Technomancy IT, I took the same approach to the support platform I built: a request should carry enough information about the client and service for the next person to pick it up.

That’s why PostHog’s support engineering role makes sense to me. If I keep seeing the same confusing behavior, I want to trace it, explain it clearly to the person who reported it, and leave a fix or a better explanation for the next person.

Chad Koslovsky