Chad Koslovsky

Technical Support Engineer

chad@koslovsky.xyz | Colorado, United States
Portfolio: https://posthog-support.koslovsky.xyz/ | https://www.linkedin.com/in/chadkoslovsky

Summary

Technical support engineer who builds and supports production software. At NuPrice I traced customer pricing problems from marketplace data through application rules and explained the outcome directly to customers. At Front Range Internet I led NOC operations and turned recurring escalations into diagnostics other engineers could reuse.

Areas of Expertise

- TypeScript
- JavaScript
- PostgreSQL
- Node.js
- Bash
- PHP
- Slack
- Jira
- Linux
- Docker
- AWS
- ServiceNow

Professional Experience

Founder / Product Engineer / Systems Lead | Technomancy IT LLC | Present

Own application and infrastructure work for clients from figuring out what they need through deployment, production support, and follow-up.

- Debug integrations and customer-facing application issues using service logs and HTTP responses. Keep customers informed and verify that the affected workflow works again after a fix.
- Build tools and repeatable procedures for client onboarding, deployment and recovery, and remain a direct escalation contact when clients need help.
- Implement access and authentication for client systems, including AWS IAM and Microsoft Entra ID. Handle patching, permissions, HTTPS and certificates as part of ongoing client IT work.
- Build and operate TypeScript and PostgreSQL applications, integrating APIs and keeping support, billing and deployment workflows understandable for the people using them.

Senior Systems Engineer / Datacenter Architect | Front Range Internet Inc. | 2015 - 2020

Led NOC operations for hosted services and colocation customers, including monitoring, infrastructure readiness and engineering escalation when first-line troubleshooting was not enough.

- Acted as the sole systems engineer and on-call escalation point for about a year during an ownership transition while the NOC maintained first-line coverage.
- Built diagnostic tools and written procedures for NOC and engineering teams and for customers operating hosted websites and servers.
- Migrated workloads from VMware ESXi and Hyper-V to Docker and Kubernetes, and completed smaller server and firewall upgrades while supporting production operations.
- Ran SOC 1 and SOC 2 audits, translating operating controls into evidence and procedures. Ran hosted web services and worked on billing-system development and replacement.

Systems / Software Engineer | Office Evolution | 2014 - 2015

Built software and systems that connected customer onboarding, network provisioning, and ongoing support for shared-office operations.

- Built a Linux-based router that separated each customer office into its own VLAN and mapped individual Wi-Fi access to the right office network.
- Automated router and firewall setup with Node.js and provisioned per-office access, speed and bandwidth settings.
- Built a front-desk tool for Wi-Fi password resets and troubleshooting, giving reception staff a way to resolve routine issues without waiting for IT.

Network & Systems Engineer | PlumChoice / Everon | 2012 - 2014

Supported small and midsize business clients on managed networks and endpoints, with direct communication with owners and end users.

- Monitored client environments, diagnosed network and endpoint issues remotely, and took on-call escalations when troubleshooting required engineering support.
- Built repeatable support diagnostics and helped clients with managed antivirus services and endpoint protection.

Infrastructure and Systems Focal | IBM | 2010 - 2012

Served as the infrastructure point of contact for shared enterprise environments and coordinated access, changes and incidents across application, infrastructure and vendor teams.

- Managed virtualization labs and hosted desktop platforms. Wrote Perl, Bash, VBA and PHP scripts for internal operations.
- Built an internal backup tool used by executives and other staff that reduced dependence on licensed backup tooling.

Selected Projects

Technomancy IT: Support Operations | Own practice platform

- Built a TypeScript and PostgreSQL platform that connects support requests to client, service, and billing records.
- Connected intake, scheduling and billing so the next person picking up a ticket had the context to act.

NuPrice | Long-term client product

- Built and operated a marketplace repricing application, handling production monitoring and customer escalations.
- Traced unexpected prices to marketplace data, customer rules or application behavior and explained the next step to customers.

Education

Front Range Community College | Computer Science coursework | 2011 - 2013

Certifications and Training

CompTIA A+ | CompTIA | Earned

CompTIA Network+ | CompTIA | Earned