Chad Koslovsky

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View my resume and work: https://pacerpro.koslovsky.xyz/

Technical Support Engineer | PacerPro

Cover letter

Hi PacerPro team,

I like support work where the goal is to find the failing step, not just make a ticket go away. At Front Range Internet, I ran the NOC and handled engineering escalations for hosting and colocation customers. I built diagnostics for the operators and wrote down the recovery checks so the next person could pick up where I left off.

At Technomancy IT, I still work directly with customers when a service breaks. I've built and operated the software behind support and billing as well as the infrastructure it runs on. One thing I build into deployments is a separate check for the running container and the public HTTP response. A healthy container doesn't tell me whether the customer can actually use the service.

That's the approach I'd bring to PacerPro. If a notification or document didn't arrive, I'd trace what happened across the application, data and delivery steps, keep the customer informed, and give engineering a clear ticket if the issue needed their help.

Thanks,
Chad