Chad Koslovsky

Technical Support Engineer | Customer Escalations & SaaS Operations

chad@koslovsky.xyz

Colorado, United States

Interactive resume and work: https://pacerpro.koslovsky.xyz/

LinkedIn: https://www.linkedin.com/in/chadkoslovsky

Summary

Own customer escalations across hosted and on-premises systems. I bring hands-on troubleshooting and enough application and database experience to locate the failing step rather than guess.

Skills

- Linux, Bash
- Monitoring, diagnostics
- PostgreSQL, Docker
- Node.js, TypeScript

Professional Experience

Founder / Product Engineer / Systems Lead

Technomancy IT LLC

Present

- Provide direct on-call IT support for clients and stay responsible for production software through deployment and ongoing support.
- Operate shared client services with monitoring and tenant-aware access controls.

Senior Systems Engineer / Datacenter Architect

Front Range Internet Inc.

2015 - 2020

- Led NOC operations and handled on-call escalations across hosted services and server infrastructure.
- Built diagnostics for NOC operators and documented troubleshooting and recovery so the next engineer could pick up the work.

Systems / Software Engineer

Office Evolution

2014 - 2015

- Built a Linux routing system to separate customer office networks and map individual Wi-Fi access to the correct network.
- Automated firewall and router provisioning and built a front-desk tool for routine Wi-Fi troubleshooting.

Network & Systems Engineer

PlumChoice / Everon

2012 - 2014

- Troubleshot client networks and endpoints, took on-call escalations, and built diagnostics for recurring support issues.
- Worked directly with business owners and end users during incidents and support handoffs.

Infrastructure and Systems Focal

IBM

2010 - 2012

- Coordinated shared infrastructure changes and service escalations across application and infrastructure teams.
- Wrote Perl, Bash, VBA and PHP scripts and built an internal backup tool that reduced reliance on paid licensing.

Selected Projects

ProofMark | Document workflow and verification

Completed client contribution

- Worked on recipient routing, signing verification and audit history across the application interface and services.

Technomancy IT | Customer support platform

Own technical practice

- Built and operate a PostgreSQL-backed support platform with scoped access and checks for both running containers and public HTTP.

Education

Front Range Community College

Computer Science coursework

2011 - 2013

Certifications and Training

CompTIA A+ | CompTIA | Earned

CompTIA Network+ | CompTIA | Earned