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Technical Support Engineer | Kalepa

Cover letter

When a customer reports that a workflow is giving them the wrong result, I want to see what went in and where the result changed. At NuPrice, I built and supported a marketplace repricing product that depended on competitor data and pricing rules. I had to understand the same workflow from both sides: what the customer expected to happen and what the software actually did with the data it received.

Before that, I ran NOC operations at Front Range Internet. I wrote diagnostics for the operators because a good investigation should leave the next person with something better than a ticket that says “looks fixed.” I still do that work at Technomancy IT: I take client calls, investigate authenticated integrations and production services, and explain what I know while I work through what I don’t.

I’m interested in Kalepa because underwriters need to understand and trust the decisions they make with the product. I’d enjoy learning where their workflows get complicated and giving both the customer and the engineers enough context to make the next call.

Chad Koslovsky