Chad Koslovsky

Technical Support Engineer | Production Software & Data Workflows

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Summary

I own customer escalations, trace unexpected behavior across applications and data, and give engineers a clear starting point for the fix. I ran a hosting NOC and now build and support client-facing software, including PostgreSQL workflows and authenticated API integrations.

Skills

- PostgreSQL, SQL
- API authentication, TypeScript
- Monitoring, diagnostics
- Linux, Bash

Professional Experience

Founder / Product Engineer / Systems Lead

Technomancy IT LLC

Present

- Take client calls directly and own production software and infrastructure through deployment and support.
- Build and support authenticated API integrations and maintain a separate staff workflow for client tickets and operating records.

Senior Systems Engineer / Datacenter Architect

Front Range Internet Inc.

2015 - 2020

- Ran NOC operations and took on-call escalations for hosting and server infrastructure.
- Built operator diagnostics and documented troubleshooting and recovery checks for support handoffs.

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

NuPrice

Client project

2019 - 2021

- Built and operated a marketplace repricing application, including competitor-data ingestion and customer support.

Technomancy IT Platform

Independent product

- Built and run a TypeScript and PostgreSQL support platform with ticketing, tenant-aware access and infrastructure telemetry.

Education

Front Range Community College

Computer Science coursework

2011 - 2013

Certifications and Training

CompTIA A+ | CompTIA | Earned

CompTIA Network+ | CompTIA | Earned