Chad Koslovsky

Product Support Specialist

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Summary

Product support specialist with hands-on software engineering and infrastructure experience. I work through API and integration issues with customers, turn ambiguous reports into clear reproductions, and build tools that let other teams handle recurring problems without waiting for engineering.

Areas of Expertise

- JavaScript
- Slack
- TypeScript
- Linux
- PostgreSQL
- Jira
- Node.js
- ServiceNow
- Git
- Confluence
- Windows Server
- Google Workspace

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.

- Help customers through deployment and integration issues, from reproducing the behavior to checking API responses and logs. Turn recurring cases into troubleshooting notes or tooling the next person can use.
- 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