Chad Koslovsky

Dedicated Support Engineer | Customer Escalations & Reliability

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Colorado, United States

Interactive resume and work: https://comcast-dedicated-support.koslovsky.xyz

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Summary

Support engineer with hands-on NOC leadership, on-call escalations and customer-facing troubleshooting. I work across application, network and infrastructure boundaries, then turn recurring issues into diagnostic tools and reusable procedures.

Skills

- Linux, Bash
- AWS, Docker
- TypeScript, Node.js
- Monitoring, troubleshooting

Professional Experience

Founder / Product Engineer / Systems Lead

Technomancy IT LLC

Present

- Own client discovery, deployment and production support for applications and managed infrastructure.
- Use release checks, logs and HTTP diagnostics to isolate issues and verify recovery.

Senior Systems Engineer / Datacenter Architect

Front Range Internet Inc.

2015 - 2020

- Led NOC operations and engineering escalations for hosted services and colocation customers.
- Built reusable diagnostics and tooling for operators and customers; worked hands-on in AWS and operated containerized workloads.

Systems / Software Engineer

Office Evolution

2014 - 2015

- Built Node.js provisioning tools for customer networks and a self-service troubleshooting interface for reception teams.

Network & Systems Engineer

PlumChoice / Everon

2012 - 2014

- Supported customer networks and endpoints, handled on-call escalations and built repeatable diagnostics.

Infrastructure and Systems Focal

IBM

2010 - 2012

• Wrote Perl, Bash, VBA and PHP scripts; built an internal backup tool that reduced reliance on paid licensing.

Selected Projects

Technomancy IT: Support Operations

Own practice platform

• Built a TypeScript and PostgreSQL operations platform that keeps requests tied to client, service and billing context.

NuPrice

Long-term client product

• Built and operated a marketplace repricing application and owned customer support, monitoring and billing.

Education

Front Range Community College

Computer Science coursework

2011 - 2013

Certifications and Training

CompTIA A+ | CompTIA | Earned

CompTIA Network+ | CompTIA | Earned