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Technical CX Specialist | Harvey

Cover letter

Hi Harvey team,

When a lawyer says an answer is wrong, the symptom alone doesn't tell you whether the wrong document was in scope, access got in the way, or the model actually got it wrong. That's the kind of support problem I enjoy: figure out what happened, explain it plainly, and give the next engineer enough evidence to act without exposing the customer's work.

At NuPrice, I built the application and worked directly with customers when the price they saw didn't match what they expected. I traced marketplace inputs, their configured rule and the result before telling them what I found. At Front Range Internet I owned engineering escalations from the NOC and built diagnostics other operators could reuse. At Technomancy IT I've worked with client authentication and API integrations and built AI-assisted workflows separately. I wouldn't describe that as three years supporting enterprise legal AI, but it's a combination I'd bring to your support team.

I'm interested in helping customers get a useful answer while giving engineering a clean way to reproduce the issue. That includes knowing when to ask for one more detail, when to escalate a suspected product defect, and when a recurring case belongs in the knowledge base.

Chad Koslovsky