Chad Koslovsky

Technical Customer Experience | APIs & Identity

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Summary

Technical support and product engineering across customer escalations, APIs, authentication and production logs. I have owned support for the software I built and served as an on-call systems escalation point. My AI integration work is a separate strength I bring to that support experience.

Areas of Expertise

- REST APIs
- OAuth
- OpenID Connect
- SAML
- Microsoft Entra ID
- ServiceNow
- Jira
- Linux
- TypeScript
- PostgreSQL
- OpenAI API
- Anthropic API

Professional Experience

Founder / Product Engineer / Systems Lead | Technomancy IT LLC | Present

Own client issues from first report through deployment, production support and follow-up.

- Troubleshoot integrations and authentication across application logs, API responses, identity configuration and upstream services.
- Implement client access and authentication, including AWS IAM and Microsoft Entra ID, and make repeat support work easier through diagnostics and documented procedures.
- Build client and internal TypeScript and PostgreSQL applications with API integrations and AI-assisted workflows.

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 support platform connecting customer issues to the relevant client, service and billing records.
- Designed tenant-aware workflows that give the next responder context while keeping client and internal access separate.

NuPrice | Long-term client product

- Built and operated a marketplace repricing application and handled direct customer support, monitoring and billing.
- Investigated unexpected outcomes across marketplace inputs, customer-defined pricing rules and application behavior, then explained the result to the customer.

Education

Front Range Community College | Computer Science coursework | 2011 - 2013

Certifications and Training

CompTIA A+ | CompTIA | Earned

CompTIA Network+ | CompTIA | Earned