Chad Koslovsky

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View my resume and work: https://halter.koslovsky.xyz

Helpdesk Analyst | Halter

Cover letter

Hi Halter team,

The part of this role that stood out to me was what happens after Chandler hands off a request. I like owning the issue from there: getting the person back to work, then figuring out what would make the next ticket easier or unnecessary.

I've loved making computers do useful things since I was a kid. It felt like magic then, and I still get that feeling when a small fix saves someone a recurring headache. At Office Evolution I built a tool so the front desk could reset Wi-Fi passwords and handle routine troubleshooting without waiting on an engineer. I also automated provisioning steps that came up when new locations and customers came on board.

As Excell's IT provider through Technomancy, I rebuilt employee machines and updated aging servers and networks. I helped set up a satellite office with VPN connectivity and Windows Server and Active Directory access. At Front Range Internet I ran escalations and built diagnostics that the next person on call could use. Those are the parts I'd bring to your Boulder team: hands-on device and account support, clear handoffs with Auckland, and an eye for the things we can stop asking people to do by hand.

Thanks,
Chad Koslovsky