Chad Koslovsky

IT Support | Endpoint and Systems Troubleshooting

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Summary

Hands-on IT support for small businesses, hosting customers and multi-site teams. Diagnose endpoint, user access and connectivity issues; build repeatable support steps and self-service tools; and follow escalations through resolution.

Skills

- Windows Server and Active Directory
- VPN and networking
- Node.js and Linux
- Customer support and troubleshooting

Professional Experience

Founder / Product Engineer / Systems Lead

Technomancy IT LLC

Present

- Provide hands-on IT support for business clients, from diagnosing access and endpoint problems to supporting production systems.
- Built access-controlled integrations with client collaboration and operational tools.

Senior Systems Engineer / Datacenter Architect

Front Range Internet Inc.

2015 - 2020

- Led NOC escalations and built reusable diagnostics and self-service tools for hosting customers.
- Handled on-call escalations, documented incidents and supported production hosting environments.

Systems / Software Engineer

Office Evolution

2014 - 2015

- Built Node.js provisioning tools and a front-desk interface for customer network support.
- Developed internal software linking customer records, onboarding and provisioning.

Network & Systems Engineer

PlumChoice / Everon

2012 - 2014

- Supported small-business networks and endpoints, took on-call escalations and built repeatable diagnostics.

Infrastructure and Systems Focal

IBM

2010 - 2012

• Automated backups and other infrastructure work with Perl, Bash, VBA and PHP.

Selected Projects

Excell Services

Technomancy IT client

• Rebuilt employee workstations and upgraded network and server infrastructure; helped connect a satellite office with VPN and Active Directory.

Technomancy IT Client Operations

Own product

• Built a support platform that ties tickets to the customer, device and service context.

Education

Front Range Community College

Computer Science coursework

2011 - 2013

Certifications and Training

CompTIA A+ | CompTIA | Earned

CompTIA Network+ | CompTIA | Earned