Chad Koslovsky

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View my resume and work: https://vultr-support.koslovsky.xyz

Senior Technical Support Engineer | Vultr

Cover letter

I’ve deployed workloads on Vultr as a customer. What caught my eye about this role was the part that happens after the fix: teaching the rest of the team how you got there. When the same problem comes back, nobody should need to find the one person who solved it last time.

At Front Range Internet I ran NOC operations and took the escalations our operators couldn’t resolve. I worked with Hyper-V and VMware ESXi, moved selected workloads into Docker and Kubernetes, and kept older hosting systems running while we made smaller upgrades. Virtualization is the specialty I’d lead with. I like working out whether an issue is in the workload, the host, storage or the connection between them before changing multiple things at once.

I built diagnostics and wrote recovery procedures for the next engineer on call. Through Technomancy IT I still take client calls directly and build the checks I wish I’d had when a system broke. At Vultr I’d bring that approach to escalations: stay with the customer through recovery, share what we learned with the team, and leave a better way to diagnose it next time.

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