Chad Koslovsky

Technical Support Engineering | Identity & Linux

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Interactive resume and work: https://pingidentity.koslovsky.xyz

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Summary

I own customer-facing production issues from the first call through recovery and the handoff. I've led a hosting NOC, built diagnostics for the operators who take the next ticket, and implemented authentication and access controls for live client systems.

Skills

- OAuth, OIDC, SAML, SCIM
- Linux, Hyper-V, VMware ESXi
- AWS, Microsoft Entra ID
- Monitoring, diagnostics

Professional Experience

Founder / Product Engineer / Systems Lead

Technomancy IT LLC

Present

- Provide direct on-call IT support and own production client software through deployment and ongoing troubleshooting.
- Implemented OAuth/OIDC in application and API flows, with SAML/SCIM integration work and tenant-aware access controls.

Senior Systems Engineer / Datacenter Architect

Front Range Internet Inc.

2015 - 2020

- Led NOC operations and handled on-call escalations across customer hosting and server infrastructure.
- Built operator diagnostics and documented escalation and recovery steps. Migrated workloads from Hyper-V and VMware ESXi to Docker and Kubernetes.

Systems / Software Engineer

Office Evolution

2014 - 2015

- Built a Linux router that mapped each customer's Wi-Fi accounts to the correct office VLAN and enforced separate access and bandwidth settings.
- Automated router and firewall provisioning and built a front-desk tool for Wi-Fi troubleshooting.

Network & Systems Engineer

PlumChoice / Everon

2012 - 2014

- Troubleshot client networks and endpoints, took on-call escalations, and built diagnostics for recurring support issues.
- Worked directly with business owners and end users during incidents and support handoffs.

Infrastructure and Systems Focal

IBM

2010 - 2012

- Coordinated shared infrastructure changes and service escalations across application and infrastructure teams.
- Wrote Perl, Bash, VBA and PHP scripts and built an internal backup tool that reduced reliance on paid licensing.

Selected Projects

Technomancy IT Platform

Independent product

- Built and operate a client support platform with separate staff and client access, connecting support tickets to customer and device records.

NuPrice

Client project

2019 - 2021

- Built and operated a marketplace repricing platform and its customer support workflows, including accounts, subscriptions and monitoring.

Education

Front Range Community College

Computer Science coursework

2011 - 2013

Certifications and Training

CompTIA A+ | CompTIA | Earned

CompTIA Network+ | CompTIA | Earned