Chad Koslovsky

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

Senior Digital Workplace Analyst | Flexential

Cover letter

Hi Flexential team,

I like taking the support issues that don’t fit a runbook, getting the person back to work, and writing down what will help the next analyst. I did that while running escalations at Front Range Internet and still do it through Technomancy, supporting business users, Windows endpoints and Microsoft environments.

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 one small tool stops a problem from becoming a regular ticket. At Office Evolution, I built a front-desk interface for Wi-Fi password resets and troubleshooting so staff didn’t have to wait for engineering. At Excell, I rebuilt employee machines and helped connect a satellite office to corporate resources with VPN and Active Directory.

What interests me here is combining hands-on support with the work that comes after the fix: writing useful instructions, coaching the person taking the next issue and making routine support easier. That’s what I’d bring to the team in Denver.

Thanks,
Chad Koslovsky