Chad Koslovsky

Digital Workplace | Endpoint and Identity Support

chad@koslovsky.xyz

Colorado, United States

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

LinkedIn: https://www.linkedin.com/in/chadkoslovsky

Summary

Hands-on IT support engineer working across Windows endpoints, Microsoft 365, account access and client infrastructure. Owns escalations end to end and builds repeatable troubleshooting and self-service for the people taking the next request.

Skills

- Microsoft 365 administration and Windows endpoint support
- Windows Server, Active Directory, MFA and VPN
- PowerShell scripting and device troubleshooting
- Incident ownership, NOC escalation and documentation

Professional Experience

Founder / Product Engineer / Systems Lead

Technomancy IT LLC

Present

- Support business users across Microsoft environments, endpoints, access issues and client infrastructure.
- Troubleshoot production issues, review account and folder access, and apply security updates in client environments.

Senior Systems Engineer / Datacenter Architect

Front Range Internet Inc.

2015 - 2020

- Ran NOC engineering escalations and made repeat diagnostics available to operators and hosting customers.
- Documented operational controls and procedures and handled on-call systems incidents.

Systems / Software Engineer

Office Evolution

2014 - 2015

- Built a front-desk troubleshooting interface so staff could reset Wi-Fi passwords and resolve routine issues without engineering.
- Automated recurring provisioning steps for customer onboarding.

Network & Systems Engineer

PlumChoice / Everon

2012 - 2014

- Supported small-business networks and endpoints, handled on-call escalations and documented repeatable troubleshooting.

Infrastructure and Systems Focal

IBM

2010 - 2012

- Supported enterprise infrastructure and built in-house backup automation that reduced reliance on paid licensing.

Selected Projects

Excell Services

Technomancy IT client

- Rebuilt employee workstations and upgraded aging server and network infrastructure; helped connect a satellite office through VPN and Active Directory.

Technomancy IT Client Operations

Own product

- Built a support platform that keeps tickets with relevant customer, device and service records.

Education

Front Range Community College

Computer Science coursework

2011 - 2013

Certifications and Training

CompTIA A+ | CompTIA | Earned

CompTIA Network+ | CompTIA | Earned