Chad Koslovsky

chad@koslovsky.xyz · Colorado, United States

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

Product Support | Town

Cover letter

I like support work where a customer's question can turn into a fix or a clearer workflow. At NuPrice, I built and operated a repricing app and answered customers directly. When a price looked wrong, I'd trace the marketplace data, the customer's rule, and the application behavior, then explain what I found and what to do next. At Front Range Internet, I built diagnostics and wrote procedures so the NOC and engineering teams could handle recurring issues without starting over.

At Technomancy IT, I build and troubleshoot access-controlled integrations for Slack, Google Workspace, Jira, and Confluence. I learned this work by building and supporting systems myself. Logs and API responses help me separate a configuration issue, a permissions issue, and something the application is actually doing wrong. I use the same approach when I work with AI-powered tools: verify what happened before telling a customer what to change.

What caught my eye about Town is that it works in tools teams already use. When an agent does something unexpected, I'd want to help the customer see what it had access to, what it did, and where the workflow broke. That's a support problem I'd enjoy working on.