Chad Koslovsky

Milliken, Colorado · chad@koslovsky.xyz

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IT Support Engineer II, Ops Tech Solutions (OTS) | Amazon

Cover letter

Hi Amazon OTS team,

I call myself a technomancer. Technology has felt like magic to me since I was a kid, and I still enjoy finding out why something works, why it stopped working and what I can build to make it better. The most satisfying part is turning that investigation into something useful for the people relying on the system.

Your IT Support Engineer II role in Loveland stood out because it combines difficult troubleshooting with improving how the team operates. That combination is where I do some of my best work. I like being the person who can follow a problem past the obvious symptom, help get people working again and then turn what we learned into a better tool or procedure.

At FRII, I spent five years supporting the infrastructure behind hosting and colocation services. I ran the NOC, handled engineering escalations and built tooling for NOC and DevOps teams serving web-hosting, server and colocation customers. I did extensive Docker work and substantial hands-on AWS work, and migrated workloads from Hyper-V and VMware ESXi into Docker and Kubernetes. After years on the team, I became the sole systems engineer for about a year, with the NOC escalating issues it could not resolve. That was real responsibility for production systems, not just a list of technologies.

The environment also taught me to work with constraints. I repaired aging server hardware, completed smaller server and firewall upgrades, and helped plan a larger replacement that ultimately did not receive funding. I ran the SOC 1 and SOC 2 audits, connecting technical controls to evidence and operating procedures. Reliability depended on understanding the equipment we actually had, communicating clearly and making changes we could support.

My earlier work at Everon brought managed-services network and endpoint troubleshooting, monitoring, diagnostic tooling and direct business-owner support. Through Technomancy IT, I have continued owning client systems and on-call support. For Excell Services, that included legacy server and computer modernization, Windows Server, Active Directory and VPN access. My own operations platform connects tickets with client and infrastructure context, and includes separate tooling to verify a backup checksum and restore into disposable PostgreSQL.

I bring practical PowerShell and Bash scripting alongside TypeScript and Python, and a habit of learning unfamiliar systems by investigating them. AI extends what I can build, but checking the result and taking responsibility for it are still my job. I would enjoy bringing that hands-on curiosity and operational ownership to your Loveland team.

Chad