Chad Koslovsky

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Technical Customer Engineer (Product Support) | Nametag

Cover letter

The part of support I like most is when a ticket turns into a small engineering problem. A customer sees “access denied.” I want to know which request failed, what the token said, and whether the next person can reproduce it. I’d rather write a short check that proves where it broke than ask the customer to try the same thing again. That’s what caught my eye about Nametag.

Through Technomancy IT, I’ve implemented OAuth and OIDC in applications and APIs, including PKCE and token exchange, and worked on SAML, SCIM and Microsoft Entra integrations. On ProofMark, I worked across the signing interface and services on recipient routing, verification and audit history in a workflow that used webhooks. That taught me to pay attention to the places where the action a user sees and the state the system records can diverge.

I also ran the NOC at Front Range Internet and took the escalations the operators couldn’t resolve. I built diagnostics for them and documented the recovery checks that worked. I’d bring the same habit to Nametag: give the customer a clear next step, give engineering enough evidence to build the fix, and turn repeat issues into checks the team can use.

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