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Technical Support Engineer | YugabyteDB

Cover letter

Computers felt like magic to me growing up. These days, I get just as much satisfaction from figuring out why a system stopped working as I do from building one. What drew me to YugabyteDB was the way your support engineers own the incident and leave enough detail for the next engineer to pick it up. That's the kind of support work I like doing.

At Front Range Internet, I led NOC operations and handled escalations across hosting and infrastructure. I built diagnostics for the operators and turned recovery checks into procedures the team could reuse. In my own IT practice I still work directly with clients, so I know how important it is to explain what we know, what we're checking next, and when they'll hear from us again.

During a Quadrillion Art launch, I wrote a PostgreSQL connector while the release was running. I was also tracking purchases against delivery and payouts. That's one example of where my software and operations work come together. I'd bring the same hands-on approach to your customers while learning how YugabyteDB behaves in production.

Chad Koslovsky