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Technical Support Engineer | Nodal Networks

Cover letter

I like being the person who can work out whether a problem lives in the application, the connection feeding it, or the system underneath it. A terminal has a lot more riding on that answer than a dashboard does. That’s what caught my attention about supporting Malcom at Nodal.

At Front Range Internet, I ran NOC operations and took escalations for hosted services. I built diagnostics the operators could use themselves and wrote down recovery checks so the next person on call didn’t have to start over. At Technomancy IT, I still take calls directly from clients. I’ve built authenticated API connections and support the TypeScript and PostgreSQL software behind our client operations. My first job on an incident is to separate what I can actually verify from what I’m still investigating, then tell the customer what I’m doing next.

I also built and supported NuPrice, a repricing application that depended on marketplace and competitor data. I liked that the support work made me better at building the software: once I’d seen where customers got stuck, I knew what to make easier to diagnose. I’d bring that same habit to Nodal while learning how terminal teams use their data to make decisions under pressure.

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