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Customer Support Engineer | PlanetScale

Cover letter

Hi PlanetScale team,

When a customer says the database is broken, I like finding the exact point where their expectations and the system's behavior diverged. Sometimes it's the query or connector; sometimes the database is fine and the application is telling a misleading story. I'm interested in PlanetScale because your support engineers get to follow those problems wherever they lead, then make the answer useful to the next developer.

At Technomancy IT, I build and operate a TypeScript and PostgreSQL platform for client operations. I work on both sides of the support ticket: the application people actually use, and the deployment and recovery tooling that helps me explain what happened. I built a restore verifier that checks backup integrity, restores to a disposable PostgreSQL instance and checks the resulting tables. At Front Range Internet, I ran NOC operations, owned hosting escalations, and wrote diagnostics other operators could use before paging engineering.

During a Quadrillion Art release, I wrote a PostgreSQL connector while the launch was running and kept track of purchases against delivery and payouts. It's a useful reminder that an incident isn't over just because a component is responding again. The people depending on the system need to know whether their actual workflow is working. I'd bring that same approach to PlanetScale's customers and learn where Postgres and Vitess require different diagnostic instincts.

Thanks,
Chad Koslovsky