

CLANSY BARCKLOW

TECHNICAL APPLICATION SUPPORT

Greeley, CO • 970-573-7264 • cbarcklow17@gmail.com
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Technical support professional combining account/access troubleshooting, Linux/Docker investigation, and 150+ code validations. Adds SQL and service-workflow depth through a SaaS support portfolio project.

Technical Skills

Support: Account/access troubleshooting, triage, escalation, knowledge-base documentation.

Diagnostics: Linux CLI, Docker, dependency and configuration troubleshooting, Python/C# code validation.

Project tools: Jira Service Management, JQL, SQL, Active Directory, Entra ID, PowerShell.

Professional Experience

IT Professional Services Contractor — Mercor (Contract)

Remote — United States | Sep 2026 – Present

- Validate AI evaluation tasks and outputs involving complex files and structured data; identify extraction, calculation, and cross-document analysis errors.

Community Operations & Systems Support Specialist — Practice Server (Contract)

Remote — Colorado | Jan 2025 – Present

- Resolve account, access, and technical issues for an online community with 500,000+ members; triage incoming cases and escalate complex issues through Tier 2/3 workflows.
- Contributed to an approximately 30% reduction in support backlog by standardizing P1–P4 triage and escalation procedures across a 12-person remote operations team.
- Investigate permission and configuration failures using Linux tools including grep, awk, and systemctl; turn troubleshooting guidance into knowledge-base articles.

Independent IT Consultant — Self-Employed

Greeley, CO | Jan 2023 – Present

- Delivered 40+ workstation, deployment, and remediation projects for residential and small-business clients; provided post-deployment support.

Technical QA & AI Validation Analyst — DataAnnotation (Contract)

Remote — Colorado | Jan 2024 – Jul 2026

- Validated 150+ Python and C# code submissions in isolated Docker environments for correctness, runtime behavior, instruction adherence, and edge cases.
- Investigated dependency, logic, and runtime failures in Docker/Linux environments and documented actionable findings in structured defect reports.

Selected Technical Projects

Northstar Support Operations System — Portfolio Project

Jul – Aug 2026 | github.com/clxnsy/northstar-support-operations

- Built a Jira Service Management portfolio environment for a fictional SaaS business with 6 request types, 8 JQL queues, a 5-state incident workflow, and P1–P4 SLA/escalation policies.
- Designed an 8-table SQL database and 25 support-analysis queries; wrote 15 user stories, UAT cases, and knowledge-base articles.

Education

University of Northern Colorado | May 2026

B.S. Business Administration — Computer Information Systems

GPA: 3.72/4.0 | Dean's List: 3 semesters

Certificates and Development

Jira Service Management with AI Fundamentals — Atlassian Certificate, Aug 2026

CompTIA Security+ — In progress