CLANSY BARCKLOW

TECHNICAL SUPPORT ANALYST

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SUMMARY

Technical support professional combining 40+ independent IT project deliveries with account/access support and validation of 150+ code submissions. Troubleshoots Windows, Linux, networks, and containerized failures; develops escalation procedures and technical documentation. CIS graduate with identity automation and service-management projects.

TECHNICAL SKILLS

Support: Incident triage, P1–P4 prioritization, escalation, account/access troubleshooting, knowledge-base and defect documentation

Systems: Windows, Linux, workstation assembly, BIOS/UEFI, RAID, deployment, malware remediation, data recovery, TCP/IP, DNS, DHCP, routers

Testing: Docker, Linux CLI, Python/C# code validation, correctness and edge-case evaluation

Project tools: Active Directory, Windows Server, Entra ID, PowerShell, JSM, JQL, SQL, user stories, UAT

EDUCATION

University of Northern Colorado **May 2026**

B.S. Business Administration — Computer Information Systems

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

EXPERIENCE

Mercor (Contract) **Sep 2026 – Present**

IT Professional Services Contractor *Remote — United States*

- Design and validate AI evaluation tasks across documents, spreadsheets, presentations, images, JSON/HTML, audio, video, and archived files against precise ground-truth requirements.
- Evaluate AI outputs for data-extraction, calculation, file-interpretation, and cross-document analysis errors through structured quality assurance.

Practice Server (Contract) **Jan 2025 – Present**

Community Operations & Systems Support Specialist *Remote — Colorado*

- 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.
- Initial responses averaged under four minutes (estimated), while managing concurrent cases and communicating next steps to users.

Self-Employed **Jan 2023 – Present**
Independent IT Consultant *Greeley, CO*

- Delivered 40+ systems projects from hardware procurement and workstation assembly through BIOS/UEFI and RAID configuration, Windows/Linux deployment, and post-deployment support.
- Configure and troubleshoot small-office networks using DHCP reservations, static IPs, port forwarding, and router administration; verify end-to-end connectivity.
- Diagnose hardware, OS, software, and security issues; perform data recovery and malware remediation and document corrective actions for clients.

DataAnnotation (Contract) **Jan 2024 – Jul 2026**
Technical QA & AI Validation Analyst *Remote — Colorado*

- Validated 150+ Python and C# code submissions in isolated Docker environments for correctness, runtime behavior, instruction adherence, and edge cases.
- Diagnosed dependency conflicts, logic errors, environment-path failures, and permission issues using Linux command-line tools and containerized testing.
- Produced structured defect reports translating technical failures into actionable recommendations.

PROJECTS

Northstar Support Operations System — Portfolio Project github.com/clxnsy/northstar-support-operations **Jul 2026 – Aug 2026**

- 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 analytical queries to examine ticket trends, SLA performance, and recurring issues.
- Wrote 15 user stories, UAT cases, and knowledge-base articles to connect support requirements with testing and user guidance.

Hybrid Cloud Identity Lab — Personal Lab github.com/clxnsy/hybrid-cloud-ad-lab **Feb 2026 – Mar 2026**

- Built an Active Directory/Microsoft Entra ID lab with CSV-driven PowerShell for account creation, OU placement, group assignment, and deprovisioning.
- Documented least-privilege access and troubleshooting procedures for authentication, MFA, Conditional Access, permissions, and provisioning failures.

CERTIFICATIONS

Jira Service Management with AI Fundamentals **Aug 2026 – Present**
Atlassian Certificate

CompTIA Security+ **In progress – Present**