

Trevor Mearns

Support & Software Professional

I am a multilingual professional with a proven track record in technical support, software development, QA, and education seeking a position in SaaS/Cloud computing. Fluent in English and Japanese with extensive experience in leading technical meetings, project management, troubleshooting & debugging, communication and helping people solve problems.

International Technical Support Associate

Alarm.com

August 2023 – Present

- Provided bilingual (English/Japanese) technical support and troubleshooting for web-based security and video platform solutions, both onsite and online.
- Led technical meetings and live troubleshooting for Japanese stakeholders, ensuring seamless integration and adoption of cloud-based services.
- Successfully onboarded Japan's largest security company to the Alarm.com cloud platform, optimizing their security and video workflows.
- Acted as a liaison between C-level executives and partners, facilitating clear communication and issue resolution in both English and Japanese.

Technical Specialist

Bitrise

July 2022 – June 2023

- Provided pre/post-sales support for enterprise clients, specializing in onboarding and technical assistance related to DevOps pipeline, CI/CDs, API connectivity, and cloud integration.
- Collaborated with a global team to address and resolve technical issues, with a focus on the APAC/Japan region.
- Developed comprehensive documentation to streamline support processes and enhance team efficiency.

Support Engineer

Software Development Mastery

January 2019 – June 2022

- Created Q&A documentation to optimize issue resolution time, improving support efficiency and client satisfaction.
- Conducted code reviews and provided feedback to enhance code quality and performance.
- Performed QA testing for web and mobile applications, identifying and resolving bugs to ensure seamless user experiences.
- Mentored students on project development and deployment strategies, leading weekly meetings on JavaScript, React, and C#.

Freelance Wordpress Guy

September 2017 – October 2019

- Sourced clients and built WP websites according to their deliverables

Details

Tokushima, Japan

trevor@trevormearns.com

08039262272

Links

[Personal Website](#)

[GitHub](#)

[LinkedIn](#)

Skills

Programming Languages:

JavaScript, Python, C#

DevOps: CI/CD, Docker

Linux, Git & various CLIs

Full stack web development

Frontend design

API Integration and
Management

Technical Documentation and
Training

AI Assisted App Design &
Development

Multilingual Communication:
Fluent in English and Japanese

Enterprise client onboarding

Languages

English *Native speaker*

Japanese *JLPT Level 2*

- Maintained and hosted client websites and made edits and additions per client request

Projects

Voice-App — Voice-Driven LLM Interaction Layer

GitHub: <https://github.com/Trevorton27/voice-app>

Live Demo: <https://voice-app-orpin.vercel.app>

- Real-time voice interface for conversational AI using ElevenLabs TTS and continuous speech recognition.
 - Demonstrates event-driven audio streaming, multilingual prompts, and AI-assisted UX design and TTS/STT/TTV
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AI Coding Tutor — Interactive AI-Powered Coding Challenge System

GitHub: <https://github.com/Trevorton27/aict-main>

Live Demo: <https://aict-main-web.vercel.app>

- Adaptive coding tutor that uses Claude API to provide guided debugging, explanations, and contextual assistance.
 - Features modular challenge workflows, scoring, and a chat interface driven by code-aware reasoning.
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TokuWebDev LMS — Full-Stack LMS with AI Roadmaps

GitHub: <https://github.com/Trevorton27/tokuWebDev>

Live Demo: <https://toku-web-dev-lms.vercel.app>

- Full-stack LMS that uses Claude and HuggingFace models to generate personalized learning roadmaps and tasks.
 - Includes course management, progress tracking, and AI-assisted review in a modular scalable architecture.
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AI Flashcard App — Adaptive AI Study & Memory Reinforcement

GitHub: <https://github.com/Trevorton27/ai-flashcard-app>

Live Demo: <https://ai-flashcard-app-ten.vercel.app>

- AI-powered flashcard system that generates study content dynamically and reinforces retention with spaced repetition.
- Supports multilingual learning and showcases AI-driven personalization and modern full-stack design.