

Trevor Mearns

Support & Software Professional

Employment History

International Technical Support Associate | Alarm.com *August 2023 — Present*

- Spearheaded technical meetings for Japanese stakeholders, offering real-time troubleshooting and support in both English and Japanese.
- Played a pivotal role in onboarding Japan's largest security company to Alarm.com's cloud platform, ensuring secure integrations and compliance.
- Facilitated seamless communication between C-level executives and Alarm.com partners, ensuring alignment on security objectives and strategies.

Technical Specialist | Bitrise *July 2022 — June 2023*

- Provided pre/post-sales support for enterprise clients, specializing in onboarding and technical assistance related to DevOps pipelines, API connectivity, cloud integration, and security best practices.
- Collaborated with a global team to address and resolve technical and security issues, focusing on the APAC/Japan region.
- Developed comprehensive documentation to streamline support processes, enhance team efficiency, and promote secure coding and deployment practices.

Full Stack Engineer & Programming Instructor | Software Development Mastermind *October 2019 — June 2022*

- Created Q&A documentation to optimize issue resolution time, improving support efficiency and client satisfaction.
- Conducted code reviews with a focus on security to enhance code quality and performance.
- Mentored students on secure project development and deployment strategies, leading weekly meetings on JavaScript, React, and C#.

Founder & Head Manager | M City English 英語教室 *September 2014 — October 2019*

- Managed all aspects of operations, including administration, customer service, and sales.
- Led customer engagement efforts through teaching, demonstrations, and responsive communication channels.

Additional Experience

- **Technical Documentation:** Developed detailed documentation for technical support and security protocols.
- **Network Troubleshooting:** Experience in diagnosing and resolving network-related issues.
- **Incident Response:** Knowledge of responding to and managing security incidents.

Details

Tokushima, Japan
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Links

[Personal Website](#)
[GitHub](#)
[LinkedIn](#)
[Portfolio](#)

Skills

Programming & Scripting: HTML, CSS, JavaScript, React.js, Node.js, C#, Python, Bash

Cloud Computing: Azure, AWS

DevOps & Tools: Docker, Git, Kubernetes

Languages: English (Native), Japanese (JLPT Level 2)

Cybersecurity: Knowledge of network security principles, incident response, and secure coding practices

Languages

English *Native speaker*
Japanese *JLPT Level 2*

References

Andy Sterkowitz - Software Development Mastery Inc.
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