

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

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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>

A real-time voice interface for conversational AI.

- Integrates **ElevenLabs API** for high-quality TTS and natural voice interaction.
- Supports continuous speech recognition, multi-language prompts, and fast LLM response loops.
- Demonstrates experience with audio streams, event-driven UI, and AI-assisted UX patterns.

AI Coding Tutor – Interactive AI-Powered Coding Challenge System

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

An intelligent coding tutor platform designed to teach programming through adaptive challenges.

- Uses **Claude API** to provide dynamic tutoring, step-by-step guidance, debugging help, and challenge assistance.
- Includes a full AI chat interface with contextual reasoning based on the user's code and problem history.
- Implements modular challenge workflows, detailed scoring, and a UI optimized for focused practice.

Signal-Works LMS – Full-Stack LMS with AI Roadmap Coaching

GitHub: <https://github.com/Trevorton27/signal-works-lms>

A comprehensive Learning Management System for software development learners.

- Integrates **Claude API** and **HuggingFace** models to power AI-assisted learning flows.
- Includes AI support for building apps in a **personalized student roadmap**, generating tasks, reviewing work, and tailoring learning paths.
- Features course/lesson management, progress tracking, and a clean modular full-stack architecture.