

STEVE WACHIRA

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SUMMARY

Technical Support Specialist with 5+ years of front-end engineering experience in startup environments. Combines deep product knowledge with hands-on development skills to resolve customer issues, create onboarding resources, and build internal admin tools that streamline support operations. Proven ability to triage bugs, produce tutorial content that reduces support volume, and collaborate cross-functionally to improve the customer experience.

SKILLS

Support: Ticket Triage & Resolution, Customer Onboarding, Tutorial & Documentation Creation, Bug Reproduction, Escalation Management

Technical: React, Vue, TypeScript, Node.js, HTML/CSS, Jira, REST APIs, CI/CD, Docker, Jest, MongoDB, Tauri, Git

PROFESSIONAL EXPERIENCE

Trender.ai

Apr 2022 – Jan 2024

Technical Support & Front-end Engineer

Boston, MA

- Resolved customer-submitted support tickets and bugs, diagnosing front-end issues and coordinating fixes to maintain user satisfaction
- Produced tutorial videos for clients to streamline onboarding during product iterations, reducing inbound support questions
- Built a custom admin platform in Vue and TypeScript within two sprints, enabling the support team to monitor usage, manage accounts, and resolve client disputes
- Engineered Slack and API integrations using REST endpoints and Node.js, delivering real-time notifications that improved user satisfaction
- Saved \$35K by assuming additional DevOps, technical support, and videography responsibilities

Stealth Healthcare Startup

Jul 2025 – Present

Software Engineer (Support & Compliance)

Florida, US

- Built a secure, HIPAA-compliant admin tool for staff to document meeting minutes, account health notes, insurance, tax records, and medical notes
- Authored the HIPAA compliance framework defining security practices for protected health information across the platform
- Integrated Stripe payment processing end-to-end, enabling recurring billing and reducing payment-related support inquiries
- Partnered with CEO and CTO on incident response using Jira and Slack, reducing resolution time for customer-impacting issues

VibeCheck

Nov 2024 – Present

Founder & Technical Support Lead

Boston, MA

- Built and launched a desktop security audit tool for AI/no-code builders using Vue, Vuetify, and Jest, identifying 150+ critical security issues
- Created a non-technical reporting layer translating complex security findings into plain-language summaries for non-developer users
- Designed and shipped a notarized macOS desktop app end-to-end, managing the full release cycle via GitHub Releases

DYSE

Aug 2021 – Mar 2022

Founding Front-end Engineer

Boston, MA

- Built and tested the app's front-end infrastructure, receiving positive feedback from beta testers and founders within two sprints

Big Nerd Ranch

Apr 2021 – Aug 2021

Web Development Intern

Atlanta, GA

- Developed a responsive, test-driven React app with TypeScript and Jest; implemented data-validation scripts that raised data quality and reduced errors