

Trevor J. Register

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EdTech Wizard transforming science education through pedagogical expertise, a collaborative nature, strong technical chops, and a dash of whimsy.

EDUCATION:	Kennesaw State University , Kennesaw, GA Master of Arts in Teaching Physics December 2013
	Georgia Institute of Technology , Atlanta, GA Bachelor of Science in Physics December 2009
EDTECH EXPERIENCE	Lead Technical Support, Sr. Support Operations Manager <i>Pivot Interactives Discovery Education, Inc</i> August 2020 – Present <ul style="list-style-type: none">• The only person who's primary responsibility is to create, maintain, and implement processes for providing tier 1, 2, and 3 technical support to customers and employees via live chat and email encompassing 2,000 school districts, 11,000 teachers, and 750,000 students.• Maintain a help center of 172 articles, 111 of which I authored myself, with 40,000 views per year.• Maintain consistent personal and team-wide 90%+ customer satisfaction ratings (CSAT), 2 minutes or less first-response time, and 30 minutes mean time to close across an average of 12,000 support requests per year for 4 years.• Manage, troubleshoot, and implement all third-party integrations including SSO, LMS via LTI 1.3, and rostering.• Maintain our VPAT including WCAG assessments and advising the engineering team and content teams on maintaining compliance.• Leverage teaching experience and pedagogical expertise to advise product team on new features.• Participate in Agile-based engineering team methodologies via Jira to migrate entirety of end-to-end testing from Cypress to Playwright, currently 60% complete, perform QA on new feature releases, and plan proactive support-related features.• Create and maintain a library of scripting tools to efficiently resolve tier 2 and 3 support issues.• Team: "We have no idea how to begin on this problem... what do we do with it? I bet Trevor knows"
TEACHING EXPERIENCE:	Physics Teacher <i>River Ridge High School, Woodstock, GA</i> August 2013 – July 2018 <i>North Springs High School, Sandy Springs GA</i> August 2018 – July 2020 <ul style="list-style-type: none">• Teach sections of AP Physics 1, AP Physics C: Mechanics, AP Physics: Electricity and Magnetism, and College Prep Physics.• Content is presented through inquiry and research-based activities in which students develop conceptual and mathematical models of physics principles through a lens of student discourse and evidence-based scientific argumentation.
PROFESSIONAL DEVELOPMENT:	American Association of Physics Teachers Summer Meetings AP Summer Institute – AP Physics 1, AP Physics C June 2015, June 2016 College Board AP Exam Reader June 2018 – July 2019 Noyce I-IMPACT Fellowship May 2012 – Dec. 2016 The Noyce I-IMPACT Fellowship is a group of novice teachers, master teachers, and Kennesaw State University professors that meet monthly. Meetings focus on deepening content knowledge, mentoring novice teachers, developing effective science teaching practices, and training teacher leadership skills.
PUBLICATIONS:	Replacing Textbook Problems with Lab Experiences – October 2017, <i>The Physics Teacher</i> .
CONFERENCE PRESENTATIONS:	Aiding Student Understanding of Applying Kirchoff's Voltage Law PERC, July 2015
OTHER WORK EXPERIENCE:	Research Assistant <i>Oak Ridge Associated Universities, Oak Ridge, TN</i> Jan 2010 – May 2011 Assisted in the development of a helium-jet ion source at Oak Ridge National Lab. Researched, developed, and constructed a shielding mechanism for a 1 μ C Californium-252 source. Initiated development of a Nuclear Instrumentation Module bin. Developed and constructed a gas flow-rate regulation system.