

Trevor Mearns Customer-Facing Technical Engineer

Bilingual English/Japanese technical professional experienced supporting enterprise SaaS and cloud platforms, building software solutions, collaborating with customers, developers, and stakeholders. Skilled in APIs, CI/CD, cloud infrastructure, full-stack development, AI-enabled applications, onboarding, education, troubleshooting, and translating complex technical requirements into practical solutions.

Founder at Signal Works Design

June 2025 — Present (Part-time)

- Provide AI consulting services to help businesses improve workflows and adopt practical AI solutions.
- Build proof-of-concept applications and custom software for small businesses and public-sector organizations.
- Deliver technical education, workshops, and coaching on AI and modern software development.
- Manage projects through the full software development lifecycle, from solution design to deployment and ongoing support.

International Technical Support Associate at Alarm.com

August 2023 — Present

- Deliver bilingual (English/Japanese) enterprise technical support for cloud-based security and video solutions.
- Partner with enterprise customers during onboarding, deployment, troubleshooting, and issue resolution.
- Collaborate with engineering and product teams to investigate complex technical issues and communicate customer impact.
- Produce technical documentation, knowledge base articles, and internal support resources.
- Coordinate communication between Japanese and global teams during technical incidents and escalations.

Technical Specialist at Bitrise

July 2022 — June 2023

- Delivered Tier 2 technical support for a global mobile CI/CD platform serving developers and enterprise customers.
- Troubleshoot complex SDK, API, authentication, and mobile build pipeline issues across iOS and Android environments.
- Partnered with engineering teams to investigate, reproduce, and resolve customer-reported technical issues.
- Created technical documentation and knowledge base articles to improve support efficiency and knowledge sharing.
- Collaborated with globally distributed teams to monitor incidents, communicate updates, and maintain high customer satisfaction.

Support Engineer at Software Development Mastermind

January 2019 — June 2022

- Develop Q&A documentation to increase resolution time for common issues
- Perform code reviews and gave feedback to increase code readability and speed
- Refactor students projects according to software engineering best practices and resolve deployment issues
- Mentor students on how to plan, develop and deploy their projects
- Lead weekly Q&A meetings on JavaScript, React and C#

Details

Tokushima, Japan

trevor@trevormearns.com

08039262272

Links

[Personal Website](#)

[GitHub](#)

[LinkedIn](#)

[Portfolio](#)

Skills

Programming Languages

JavaScript

TypeScript

Python

C#

Frameworks

Next.js

React

Node.js

Cloud & DevOps

GCP

Docker

CI/CD

Linux

Git

AI

OpenAI

Claude

RAG

LangGraph

Devin

Enterprise

REST APIs

Webhooks

OAuth

Technical Documentation

Customer Onboarding

Selected Technical Projects

Human Languages

English *Native speaker*

Japanese *JLPT Level 2*

Signal Ops AI—Multi Agent Support Operations Platform

GitHub: <https://github.com/Trevorton27/signal-ops-ai-v2>

Live Demo: <https://signal-ops-ai-v2.vercel.app>

- Enterprise AI support platform that automates ticket investigation through multi-agent workflows, semantic search, and intelligent root cause analysis.
- Implements human-in-the-loop approvals, incident management, and external service integrations to accelerate enterprise support workflows.

Signal Works Design LMS — Interactive Software Development Learning Platform

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

Live Demo: <https://course.signalworksdesign.com>

- Full-stack learning management system with course delivery, coding challenges, student progress tracking, and instructor-led code review workflows.
- Integrates GitHub projects, messaging, notifications, and calendar tools to support collaborative, project-based software development education.

Signal Works Design AI Assessment — AI Powered Student Roadmap Generation

GitHub: <https://github.com/Trevorton27/signal-works-design/tree/main/assessment>

Live Demo: <https://assessment.signalworksdesign.com>

- AI-powered assessment platform that generates personalized learning roadmaps and portfolio projects based on a student's experience level, interests, and career goals.
- Guides students through AI-assisted software development with tailored project recommendations, structured learning paths, and progress tracking.

JLPT-App — AI Powered Preparation for Japanese Language Proficiency Test (JLPT)

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

Live Demo: <https://jlpt-app.vercel.app>

- AI-powered Japanese learning app focused on JLPT vocabulary and speaking practice, featuring real-time conversation, pronunciation training, and bilingual support.
- Built with Next.js, Clerk, and Prisma, integrating ElevenLabs voice for interactive TTS-driven learning experiences and personalized study flows.

Education

B. S. In Interdisciplinary Studies, Walden University

November 2009 — October 2012

- Dual focus on instructional design and technology and health studies.
- Graduated Magnum Cum Laude