

Trevor J. Register

trevorregister@gmail.com | 404-394-9365 | <https://www.trevorregister.com> | <https://github.com/trevorregister>

Experienced Physics Educator | EdTech Web Developer Superstar || Architect for Developing Support Teams

Physics Educator, Customer Support Specialist, QA Engineer, Technical Support Engineer, Fullstack Developer, and more. I'm a flexibility powerhouse continuing my career in enhancing student experiences with technology and science education.

Experience

North Springs Charter High School **Physics Teacher** **August 2018 – August 2020**

River Ridge High School **Physics Teacher** **August 2013 – August 2018**

- Taught sections of AP Physics 1, AP Physics C: Mechanics, AP Physics: Electricity and Magnetism, and College Prep Physics.
- Content was presented through inquiry and research-based curriculum in which students develop conceptual and mathematical models of physics principles through a lens of student discourse and evidence-based scientific argumentation.
- Maintained 77% and 90% pass rates for AP Physics 1 and AP Physics C exams, respectively.

College Board/Educational Testing Service **AP Physics 1 Reader** **June 2018 – June 2020**

I graded over 20,000 student FRQ responses.

Pivot Interactives/Discovery Education **Technical Support Manager** **August 2020 – March 2026**

My role was multi-faceted encompassing providing customer and technical support, web development, and authoring physics curriculum materials.

Curriculum Author

Authored 47 activities covering all topics within an introductory physics course and with difficulties appropriate from high school conceptual to calculus-based college courses. Here are two examples that you can click to view:

- [Position vs Time Motion Graphs](#)
- [Constant Acceleration](#)

Web Development and Customer Experience

- Participate in Agile-based engineering team methodologies via Jira, CI/CD with CircleCI, peer-review, and Git version control.
- Eliminated the need for direct database access for tier 1 and 2 customer support team members to resolve issues by overhauling user account dashboard pages.
- Eliminated support requests concerning inflated usage and duplication of imported data by refactoring the delivery and display of user data retrieved by integration with third-party rostering services.
- 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 60,000 support requests over 5 years.

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

Publications

Replacing Textbook Problems with Lab Experiences – October 2017, *The Physics Teacher*.

Aiding Student Understanding of Applying Kirchoff's Voltage Law – July 2015, *Physics Education Research Conference*