

Trevor J. Register

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Launchpad for Enhancing Customer Experience | Architect for Developing Support Teams | Collaborative & Adaptable

Customer Support Specialist, QA Engineer, Technical Support Engineer, Junior Fullstack Developer, and more. I'm a flexibility powerhouse continuing my career in slashing user frustrations and shepherding customer experience solutions to the next level.

Experience

Pivot Interactives/Discovery Education

Technical Support Manager

August 2020 – Present

I started as the first full-time customer support specialist for Pivot Interactives, a startup founded in 2016, later acquired by Discovery Education in 2022. I have since transformed the role to encompass far more than my initial responsibilities.

Engineering

My drive and focus on improving customer experience took me on a self-taught journey that started with struggling to install Node.js to being a full-fledged member of our engineering team with a laser-focus on customer solutions.

- Participate in Agile-based engineering team methodologies via Jira, CI/CD with CircleCI, peer-review, and Git version control.
- Migrate entirety of end-to-end testing from Cypress to Playwright with emphasis on Playwrights' POM. I wrote 290 of the 304 migrated tests as well as created the overall architecture for our testing suite.
- 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.
- Reduced support requests by 60% for users experiencing LTI connection errors by refactoring cryptic error messages into a suite of specific pages with self-serve resolution instructions.
- 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.
- Identified and closed loopholes allowing users to unknowingly take actions that could possibly break their LTI, rostering, and SSO integrations by planning and creating a collection of warning modals and by refactoring the display and available actions of user dashboards.

Customer Experience

I expanded my initial role of customer support specialist to that of mastermind for our entire user support architecture.

- 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.
- Manage, troubleshoot, and implement all third-party integrations including Google and Microsoft SSO, LMS via LTI 1.3, and automated Clever and ClassLink rostering.
- Improved quality and delivery time of new features by working with senior engineers to create and implement our first formal QA process.
- Leverage teaching experience and pedagogical expertise to advise product team on new features.

Physics Teacher – 7 years

River Ridge High School | Woodstock, GA | 2013 – 2018

North Springs High School | Sandy Springs, GA | 2018 – 2020

Skills

Languages: JavaScript, TypeScript, HTML/CSS

Databases: MongoDB

Frameworks: Vue, Node, Express, Jest, Playwright

Other: ClassLink, Clever, LTI 1.3

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