

MADISON NESTOR

TECHNICAL WRITER

ABOUT

Highly detail-oriented technical writer with experience in developing and implementing documentation workflows for SaaS businesses. Skilled in creating comprehensive, user-friendly documentation that educates and empowers readers. Proven ability to integrate customizations and maintain a seamless user experience across various Help Center or Knowledge Base platforms.

WORK EXPERIENCE

McDonalds (JMC Hospitality)
🌐 <https://www.mcdonalds.com/>
April 2025 – Present

Lansing, Michigan

Shift Manager

During my time at McDonalds I ensured food safety, quality, and service goals were reached. This role required me to delegate tasks and maintain overall store efficiency.

Highlights

- ◀ Ensure all procedures are followed, including critical food safety, cleanliness, Hospitality, and service.
- ◀ Train, coach, and coordinate employees to reach store goals.

Outlier AI
An AI training platform.
🌐 <https://outlier.ai/>
December 2024 – April 2025

Remote

Prompt Trainer

Highlights

- ◀ Write and optimize prompts to train LLMs and AI chatbots.

ClickFunnels
An e-commerce and marketing SaaS company.
🌐 <https://www.clickfunnels.com/>
July 2022 – May 2024


Remote


Documentation Technical Lead


Highlights


- ◀ Collaborate across teams, including engineering, marketing, ops, and other subject matter experts to ensure timely updates and coverage of new features for support teams and a diverse range of end users.
- ◀ Lead efforts to restructure content for improved usability, accessibility, and efficiency.
- ◀ Create and maintain a Help Center and Knowledge Base using a docs-as-code workflow.
- ◀ Create training materials for other writers and staff members.


CONTACT



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<https://mtthwnestor.github.io/>


LinkedIn
mtthwnestor


GitHub
mtthwnestor


GitLab
matt

EDUCATION

2007
2011

Decatur High School
🌐 <https://dhs.fwps.org/>
🎓 High School
Federal Way

SKILLS

Technical Writing Master

SaaS

Help Center

Knowledge Base

Zendesk

Freshdesk

Diátaxis

Information Development

SEO

Microsoft Word

Docs-as-Code Master

Gatsby

Jekyll

JSX

MDX

YAML

API

Markdown

JavaScript

React

Liquid

Agile

Microsoft Excel

Video Intermediate

Adobe

Premiere

Camtasia

Snagit

ffmpeg

Git Intermediate

GitHub

GitLab

CI / CD

Collaboration

Web Development Intermediate

React

Liquid

HTML

CSS

Tailwind

JavaScript

JSX

MDX

- ◀ Draft, review, revise, and approve new and existing documents while meeting deadlines.
- ◀ Develop scripts, using Python, JavaScript, and more, for detailed and accurate reporting with Microsoft Excel compatible spreadsheets, automation, testing, and publishing via API.
- ◀ Use Microsoft Word compatible documents for drafts, reviews, comments, etc.

ClickFunnels

🌐 <https://www.clickfunnels.com/>
September 2021 – October 2022

Remote

Technical Support Specialist

Highlights

- ◀ Provide world-class technical support for a SaaS platform to various entrepreneurs of varying skill levels.

Adna Technologies

A fully managed IT (MSP) company.
🌐 <https://www.teamadna.com/>
March 2018 – May 2020

Lansing, Michigan

Help Desk Specialist

Highlights

- ◀ Created and maintained detailed documentation and notes, improving efficiency and ensuring high-quality customer support.
- ◀ Developed PowerShell scripts and custom tools, maintained with Git, to improve efficiency and automation.
- ◀ Administrate and utilize Microsoft Office and Sharepoint for file sharing, collaboration and organization.
- ◀ Administrate and utilize Microsoft Outlook for communication across multiple businesses.

Jurassic Quest

A traveling dinosaur exhibit.
🌐 <https://www.jurassicquest.com/>
May 2016 – February 2017

Travel

Electrical and IT

Highlights

- ◀ Set up, configure, and troubleshoot wireless networks, computers, and devices, ensuring smooth operation of life-size animatronics and attractions.
- ◀ Build and maintain an educational trivia game with a Raspberry Pi using GPIO, Bash, Python, HTML, CSS, and JavaScript.

Scripting

Intermediate

Python

JavaScript

PowerShell

API

JSON

Automation

DevOps

Master

Docker

make

Bash

Git

YAML

AI

Intermediate

Artificial Intelligence

LLM

RAG

Ollama

API

LangChain

♥ INTERESTS

Homelab

Self-hosted

Networking

Linux

Ansible

Docker

Open Source

Linux

GitLab

Raspberry Pi

Gaming

Nvidia

Steam

Open Source

☑ REFERENCES

Madison is constantly looking to improve herself and the team by learning and sharing skills that benefit us all.

— Robert Paisley, Documentation Lead Analyst at ClickFunnels

Madison does a stellar job of staying on top of new functionalities that are otherwise complex for the average user.

— Laura Demetrious, Communications Manager at ClickFunnels

🔗 PROJECTS

- ◀ **cf2-docs:** ClickFunnels Help Center content.