

# Matthew Nestor

## Contact

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## About

Enthusiastic and customer-focused professional with experience in providing exceptional service in dynamic environments. Detail oriented and skilled in inventory management, point-of-sale operations, and maintaining a clean and organized environment.

## LinkedIn

[mtthwnestor](#)

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## Work Experience

### ClickFunnels

Documentation Technical Lead Jul 2022 - May 2024

[clickfunnels.com](https://clickfunnels.com)

ClickFunnels is a marketing/ecommerce SaaS company. I created, maintained, and improved the customer education and understanding through communication and documentation.

### ClickFunnels

Technical Support Specialist Sep 2021 - Oct 2022

[clickfunnels.com](https://clickfunnels.com)

### Adna Technologies

Help Desk Specialist Mar 2018 - May 2020

[teamadna.com](https://teamadna.com)

Adna Technologies is a MSP, fully managing local business's IT needs. I provided technical support for a wide range of software and technologies, adapting quickly to meet unique client requirements and find solutions.

## Meijer

Cashier, customer service, etc. Sep 2017 - Feb 2018

[meijer.com](https://www.meijer.com)

During my time at Meijer, I gained hands-on experience in various retail operations, contributing to a positive customer experience and the efficient running of the store. As a cashier, I accurately processed transactions, handled customer inquiries, and maintained a fast-paced, friendly checkout environment. I also collected carts from the parking lot, ensuring a clean and safe shopping environment for customers. In addition to cashier duties, I helped stock shelves, organizing and replenishing merchandise to ensure product availability and maintain a neat and orderly store layout. At the customer service desk, I assisted customers with returns, exchanges, and inquiries, addressing concerns and resolving issues in a professional and efficient manner.

- Cross trained as cashier, customer service, carts return, and product stock.

## Jurassic Quest

Electrical and IT

May 2016 - Feb 2017

[jurassicquest.com](https://www.jurassicquest.com)

Jurassic Quest is a travelling dinosaur exhibit, providing entertainment and education for children and people of all ages. I set up, repaired and replaced damaged electronics and equipment, ensuring a high-quality educational experience for attendees.

## Burger King Corporation

Shift Manager

Jan 2012 - Apr 2016

[bk.com](https://www.bk.com)

During my time here, I followed and enforced health and safety regulations. I was also responsible for tracking company cash, product, and employees. This role required me to delegate tasks and maintain overall efficiency. I also ensured accurate data entry into point of sale software.

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## Education

Decatur High School

Jan 2007 - Jan 2011

## Skills

Customer Service

*Master*

- Active Listening
- Empathy and Patience
- Problem Solving
- Product Knowledge

## Communication

*Master*

- Verbal Communication
- Written Communication
- Clear and Concise Messaging

## Cash Handling and POS Systems

*Master*

- Cash Register Operation
- Point-of-Sale Software
- Cash Handling Accuracy

## Time Management

*Master*

- Multitasking
- Prioritizing Tasks
- Handling High-Volume Periods
- Efficient Workflow Management

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## Languages

English

*Native*

## References

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

— Robert Paisley, Documentation Lead Analyst at ClickFunnels