

Matthew Nestor

Documentation Technical Lead

Contact

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About

I am a highly detailed technical writer and programmer. I have implemented, trained, and maintained a full docs-as-code workflow for a SaaS business's Help Center / Knowledge Base, including theme customizations. At the same time I continued to write documentation for complex topics to educate users.

LinkedIn
[mtthwnestor](#)

GitHub
[mtthwnestor](#)

Work Experience

ClickFunnels

Documentation Technical Lead Jul 2022 - May 2024 [linkedin.com](#)

ClickFunnels is a marketing/ecommerce SaaS company. I created, maintained, and improved the Help Center / Knowledge Base using a docs-as-code workflow from scratch.

- Markdown / HTML / CSS / JavaScript / Liquid
- Knowledge Base / Help Center
- Docs as Code / Jekyll
- DevOps / Docker
- Python / API

ClickFunnels

Technical Support Specialist Sep 2021 - Oct 2022 [linkedin.com](#)

Adna Technologies

Help Desk Specialist

Mar 2018 - May 2020

[linkedin.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. At the same time, I created and maintained detailed documentation and notes, improving efficiency and ensuring high-quality customer support. To help improve efficiency, I developed PowerShell scripts and custom tools maintained with Git, increasing automation and streamlining internal processes.

- PowerShell
- Networking
- Hardware / Software / IT

Jurassic Quest

Electrical and IT

May 2016 - Feb 2017

[linkedin.com](#)

Jurassic Quest is a travelling dinosaur exhibit, providing entertainment and education for children and people of all ages. I set up, configured, and troubleshooted wireless networks, computers, and devices, ensuring smooth operation of life-size animatronics and attractions. My main project was building and maintaining an educational trivia game with a Raspberry Pi using GPIO, Bash, Python, HTML / CSS, and JavaScript, engaging audiences of all ages. At the same time, I repaired and replaced damaged electronics and equipment, ensuring a high-quality educational experience for attendees.

- Networking
- Python
- Raspberry Pi
- Educational
- Electronics

Burger King Corporation

Shift Manager

Jan 2012 - Apr 2016

[linkedin.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 POS software.

Education

Decatur High School

Jan 2007 - Jan 2011

Skills

Docs-as-Code

Master

- Jekyll
- Markdown
- Liquid
- HTML
- CSS
- JavaScript
- YAML

GitHub

Intermediate

- Git
- Automation
- CI / CD
- Collaboration

Web Development

Intermediate

- Markdown
- Liquid
- HTML
- CSS
- JavaScript

Python

Intermediate

- API
- JSON
- Automation

JavaScript

Intermediate

- API
- JSON

Video Editing

Intermediate

- Adobe
- Premiere
- Camtasia
- Snagit
- ffmpeg

Technical Writing

Master

- SaaS
- Help Center
- Knowledge Base
- Agile
- Diátaxis
- Information Development

DevOps

Master

- Docker
- make
- Bash
- GitHub
- YAML

AI

Intermediate

- Artificial Intelligence
- LLM
- RAG
- Ollama
- Docker
- API
- LangChain

Languages

English

Native Speaker

Interests

Homelab

- Self-hosted
- Networking
- Linux
- Ansible
- Docker

Open Source

- Linux
- GitLab
- Raspberry Pi

Gaming

- Nvidia
- Open Source

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

Matthew 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