MADISON NESTOR

CUSTOMER COMMUNICATIONS EXPERT

👤 ABOUT

Highly detail-oriented technical support specialist with experience in IT and SaaS businesses. Skilled in creative problem solving, crafting user-friendly instructions, and meeting critical deadlines.

💼 WORK EXPERIENCE

Outlier AI — Remote

An AI training platform.
🌐 https://outlier.ai/
December 2024 – Present

Prompt Trainer

Highlights

◁ Write and optimize prompts to train LLMs and AI chatbots.

ClickFunnels — Remote

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

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.

◁ 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 — Remote

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

Technical Support Specialist

Highlights

◎ CONTACT

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Lansing, Michigan MI 48912 US

📞 +1 (253) 632-0664

✉ mtthwnestor@gmail.com

🌐 https://mtthwnestor.github.io/

in **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

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

Adna Technologies   Lansing, Michigan
A fully managed IT (MSP) company.
🌐 https://www.teamadna.com/
March 2018 – May 2020

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

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.

⑂ PROJECTS

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

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

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