

# MADISON NESTOR

## TECHNICAL COMMUNICATIONS EXPERT

### 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

#### Outlier AI

An AI training platform.

<https://outlier.ai/>

December 2024 – Present

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.
- 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

### 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

- ◀ 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.

## 🔧 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