

MATTHEW NESTOR

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.

WORK EXPERIENCE

ClickFunnels

<https://www.clickfunnels.com/>
July 2022 – May 2024

Remote

Documentation Technical Lead

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

ClickFunnels

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

Remote

Technical Support Specialist

Adna Technologies

<https://www.teamadna.com/>
March 2018 – May 2020

Lansing, Michigan

Help Desk Specialist

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

<https://www.meijer.com/>
September 2017 – February 2018

Lansing, Michigan

Cashier, customer service, etc.

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.

Highlights

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

Jurassic Quest

<https://www.jurassicquest.com/>
May 2016 – February 2017

Travel

CONTACT



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LinkedIn
mtthwnestor

EDUCATION

2007
2011

Decatur High School

High School
Federal Way

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

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

Electrical and IT

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

🌐 <https://www.bk.com/>

January 2012 – April 2016

Tacoma, Washington

Shift Manager

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.