



# Matthew Nestor

## Documentation Technical Lead

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 / Knowledgebase, including theme customizations. At the same time I continued to write documentation for complex topics to educate users.

📍 Lansing, United States

✉ [mtthwnestor@gmail.com](mailto:mtthwnestor@gmail.com)

📞 +1 (253) 632-0664

🔗 [mtthwnestor.github.io](https://mtthwnestor.github.io)

🌐 [mtthwnestor](#) (LinkedIn)

🐙 [mtthwnestor](#) (GitHub)

## Work **ClickFunnels**

### ● Documentation Technical Lead

Jul 2022 – May 2024

Remote

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

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

### ● Technical Support Specialist

Sep 2021 – Oct 2022

Remote

## **Adna Technologies**

Help Desk Specialist

Mar 2018 – May 2020

Lansing, Michigan

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

Travel

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

Tacoma, Washington

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

Federal Way

Jan 2007 – Jan 2011

## Projects

### cf2-docs

Jan 2024 – Present

ClickFunnels Help Center content.

- Implemented and trained others from scratch.

## Skills

### Docs-as-Code

Jekyll   Markdown   Liquid  
HTML   CSS   JavaScript  
YAML

### GitHub

Git   Automation   CI / CD  
Collaboration

### Web Development

Markdown   Liquid   HTML  
CSS   JavaScript

### Python

API   JSON   Automation

### JavaScript

API   JSON

### Video Editing

Adobe   Premiere   Camtasia  
SnagIt   ffmpeg

### Technical Writing

SaaS   Help Center  
Knowledgebase   Diátaxis

### DevOps

Docker   make   Bash   GitHub  
YAML

### AI

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