

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

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im mtthwnestor (LinkedIn)

The 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

High School

Projects cf2-docs

Jan 2024 - Present

ClickFunnels Help Center content.

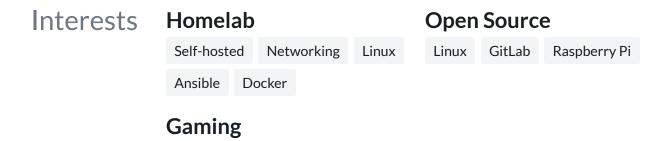
• Implemented and trained others from scratch.



Languages English

Native Speaker

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