

Madison Nestor

Contact

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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, team management, and maintaining a clean and organized environment.

LinkedIn

[mtthwnestor](#)

Work Experience

McDonalds (JMC Hospitality)

Shift Manager

Apr 2025 - Present

mcdonalds.com

During my time at McDonalds I ensured food safety, quality, and service goals were reached. This role required me to delegate tasks and maintain overall store efficiency.

- Ensure all procedures are followed, including critical food safety, cleanliness, Hospitality, and service.
- Train, coach, and coordinate employees to reach store goals.

Outlier AI

Prompt Trainer

Dec 2024 - Apr 2025

outlier.ai

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

ClickFunnels

Documentation Technical Lead Jul 2022 - May 2024

clickfunnels.com

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

ClickFunnels

Technical Support Specialist

Sep 2021 - Oct 2022

clickfunnels.com

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

Adna Technologies

Help Desk Specialist

Mar 2018 - May 2020

teamadna.com

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

Cashier, customer service, etc. Sep 2017 - Feb 2018

meijer.com

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.

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

Jurassic Quest

Electrical and IT

May 2016 - Feb 2017

jurassicquest.com

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

Shift Manager

Jan 2012 - Apr 2016

bk.com

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.

Education

Decatur High School

Jan 2007 - Jan 2011

dhs.fwps.org

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

Languages

English

Native

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