

# 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

**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**  
ClickFunnels is a marketing/e-commerce 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**  
Provided 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**  
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**  
A Midwestern American retail chain.  
<https://www.meijer.com/>  
September 2017 – February 2018

Lansing, Michigan

Cashier, customer service, etc.

## CONTACT

  
  
  


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## EDUCATION

**2007**  
**2011**

**Decatur High School**  
<https://dhs.fwps.org/>  
High School  
Federal Way

## SKILLS

**Customer Service**  
Active Listening  
Problem Solving

Master  
Empathy and Patience  
Product Knowledge

**Communication**  
Verbal Communication  
Clear and Concise Messaging

Master  
Written Communication

**Cash Handling and POS Systems**  
Cash Register Operation  
Cash Handling Accuracy

Master  
Point-of-Sale Software

**Time Management**  
Multitasking  
Handling High-Volume Periods  
Efficient Workflow Management

Master  
Prioritizing Tasks

## 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

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

Travel

A traveling dinosaur exhibit.  
🌐 <https://www.jurassicquest.com/>  
May 2016 – February 2017

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

Tacoma, Washington

🌐 <https://www.bk.com/>  
January 2012 – April 2016

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.