



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 / Knowledge Base, 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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🌐 [mtthwnestor](#) (LinkedIn)

🐙 [mtthwnestor](#) (GitHub)

🔒 [matt](#) (GitLab)

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 / Knowledge Base using a docs-as-code workflow from scratch.

- Markdown / HTML / CSS / JavaScript / Liquid
- Knowledge Base / 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 – May 2024

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
Knowledge Base Zendesk
Freshdesk Agile Diátaxis
Information Development

DevOps

Docker make Bash GitHub
YAML

AI

Artificial Intelligence LLM RAG
Ollama Docker API
LangChain

Languages

English

Native

Interests

Homelab

Self-hosted Networking Linux

Open Source

Linux GitLab Raspberry Pi

Ansible

Docker

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