

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

## WORK EXPERIENCE

**McDonalds (JMC Hospitality)**  
🌐 <https://www.mcdonalds.com/>  
April 2025 – Present

Lansing, Michigan

### Shift Manager

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.

#### Highlights

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

**Outlier AI**  
An AI training platform.  
🌐 <https://outlier.ai/>  
December 2024 – April 2025

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/ecommerce 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.

Lansing, Michigan

## CONTACT

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## EDUCATION

2007  
2011

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

## 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

## REFERENCES

Madison is constantly looking to improve herself and the team by learning and sharing skills that benefit us all.

— Robert Paisley, Documentation Lead Analyst at ClickFunnels

## 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

### Lansing, Michigan

A Midwestern American retail chain.

🌐 <https://www.meijer.com/>

September 2017 – February 2018

## Cashier, customer service, etc.

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.