MADISON NESTOR
TECHNICAL COMMUNICATIONS EXPERT

👤 ABOUT

Highly detail-oriented technical writer with experience in developing and implementing documentation workflows for SaaS businesses. Skilled in creating comprehensive, user-friendly documentation that educates and empowers readers. Proven ability to integrate customizations and maintain a seamless user experience across various Help Center or Knowledge Base platforms.

💼 WORK EXPERIENCE

Outlier AI   Remote
An AI training platform.
🌐 https://outlier.ai/
December 2024 – Present

Prompt Trainer

Highlights

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

ClickFunnels   Remote
An e-commerce and marketing SaaS company.
🌐 https://www.clickfunnels.com/
July 2022 – May 2024

Documentation Technical Lead

Highlights

◁ Collaborate across teams, including engineering, marketing, ops, and other subject matter experts to ensure timely updates and coverage of new features for support teams and a diverse range of end users.

◁ Lead efforts to restructure content for improved usability, accessibility, and efficiency.

◁ Create and maintain a Help Center and Knowledge Base using a docs-as-code workflow.

◁ Create training materials for other writers and staff members.

◁ Draft, review, revise, and approve new and existing documents while meeting deadlines.

◁ Develop scripts, using Python, JavaScript, and more, for detailed and accurate reporting with Microsoft Excel compatible spreadsheets, automation, testing, and publishing via API.

◁ Use Microsoft Word compatible documents for drafts, reviews, comments, etc.

ClickFunnels   Remote
🌐 https://www.clickfunnels.com/
September 2021 – October 2022

Technical Support Specialist

Highlights

◎ CONTACT

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Lansing, Michigan MI 48912 US

📞 **+1 (253) 632-0664**

✉ **mtthwnestor@gmail.com**

🌐 **https://mtthwnestor.github.io/**

🔗 **LinkedIn**
mtthwnestor

🐙 **GitHub**
mtthwnestor

🦊 **GitLab**
matt

🏛 EDUCATION

2007 2011	**Decatur High School** 🌐 https://dhs.fwps.org/ 🎓 High School Federal Way

☰ SKILLS

Technical Writing   Master

SaaS   Help Center   Knowledge Base
Zendesk   Freshdesk   Diátaxis
Information Development   SEO
Microsoft Word

Docs-as-Code   Master

Gatsby   Jekyll   JSX   MDX   YAML
API   Markdown   JavaScript   React
Liquid   Agile   Microsoft Excel

Video   Intermediate

Adobe   Premiere   Camtasia   SnagIt
ffmpeg

Git   Intermediate

GitHub   GitLab   CI / CD   Collaboration

Web Development   Intermediate

React   Liquid   HTML   CSS   Tailwind
JavaScript   JSX   MDX

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

Adna Technologies
Lansing, Michigan

A fully managed IT (MSP) company.

🌐 https://www.teamadna.com/

March 2018 – May 2020

Help Desk Specialist

Highlights

◄ Created and maintained detailed documentation and notes, improving efficiency and ensuring high-quality customer support.

◄ Developed PowerShell scripts and custom tools, maintained with Git, to improve efficiency and automation.

◄ Administrate and utilize Microsoft Office and Sharepoint for file sharing, collaboration and organization.

◄ Administrate and utilize Microsoft Outlook for communication across multiple businesses.

Jurassic Quest
Travel

A traveling dinosaur exhibit.

🌐 https://www.jurassicquest.com/

May 2016 – February 2017

Electrical and IT

Highlights

◄ Set up, configure, and troubleshoot wireless networks, computers, and devices, ensuring smooth operation of life-size animatronics and attractions.

◄ Build and maintain an educational trivia game with a Raspberry Pi using GPIO, Bash, Python, HTML, CSS, and JavaScript.

⑃ PROJECTS

◄ **cf2-docs**: ClickFunnels Help Center content.

Scripting   Intermediate

Python   JavaScript   PowerShell   API

JSON   Automation

DevOps   Master

Docker   make   Bash   Git   YAML

AI   Intermediate

Artificial Intelligence   LLM   RAG   Ollama

API   LangChain

♥ INTERESTS

Homelab

Self-hosted   Networking   Linux   Ansible

Docker

Open Source

Linux   GitLab   Raspberry Pi

Gaming

Nvidia   Steam   Open Source

☑ REFERENCES