

MATTHEW NESTOR

TECHNICAL COMMUNICATIONS EXPERT

ABOUT

Highly detail-oriented technical writer with experience in developing and implementing doc-as-code 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

ClickFunnels

An e-commerce and marketing SaaS company.

<https://www.clickfunnels.com/>

July 2022 – May 2024

Remote

Documentation Technical Lead

Highlights

- Collaborate across teams, including engineering, marketing, and ops to ensure timely updates and coverage of new features.
- 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.
- Develop scripts, using Python, JavaScript, and more, for detailed and accurate reporting, automation, testing, and publishing via API.

ClickFunnels

<https://www.clickfunnels.com/>

September 2021 – October 2022

Remote

Technical Support Specialist

Highlights

- Provide 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

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.

CONTACT



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<https://matt.piperpages.net/cv/>



LinkedIn
mtthwnestor



GitHub
mtthwnestor



GitLab
matt

EDUCATION

2007
2011

Decatur High School

<https://dhs.fwps.org/>

High School

SKILLS

Technical Writing Master

SaaS Help Center Knowledge Base
Zendesk Freshdesk Diátaxis
Information Development SEO

Docs-as-Code Master

Gatsby Jekyll JSX MDX YAML
API Markdown JavaScript React
Liquid Agile

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

Scripting Intermediate

Python JavaScript PowerShell API
JSON Automation

Jurassic Quest

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

Travel

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.

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

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