

MATTHEW NESTOR

CUSTOMER COMMUNICATIONS EXPERT

ABOUT

Highly detail-oriented technical support specialist with experience in IT and SaaS businesses. Skilled in creative problem solving, crafting user-friendly instructions, and meeting critical deadlines.

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

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

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

September 2021 – October 2022

Remote

Technical Support Specialist

Highlights

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

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

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.
- ◀ 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

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.

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

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