



Matthew Nestor

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, and maintaining a clean and organized environment.

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Work **ClickFunnels**

- Documentation Technical Lead

Jul 2022 – May 2024

Remote

ClickFunnels is a marketing/ecommerce SaaS company. I created, maintained, and improved the customer education and understanding through communication and documentation.

- 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.

Meijer

Cashier, customer service, etc.

Sep 2017 – Feb 2018

Lansing, Michigan

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.

- Cashier
- Customer Service
- Carts
- Stock

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. My main project was building and maintaining an educational trivia game, 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.

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 point of sale software.

Education

Decatur High School

Federal Way

Jan 2007 – Jan 2011

High School

Projects

Skills

Technical Writing

SaaS

Help Center

Knowledge Base

Zendesk

Freshdesk

Agile

Diátaxis

Information Development

Customer Service

Active Listening

Empathy and Patience

Problem Solving

Product Knowledge

Communication

Verbal Communication

Written Communication

Clear and Concise Messaging

Cash Handling and POS Systems

Cash Register Operation

Point-of-Sale Software

Cash Handling Accuracy

Time Management

Multitasking

Prioritizing Tasks

Handling High-Volume Periods

Efficient Workflow Management

Languages

English

Native

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