

# Matthew Nestor Documentation Technical Lead

I am a highly detailed technical writer and programmer. I have implemented, trained, and maintained a full docs-as-code workflow for a SaaS business's Help Center / Knowledge Base, including theme customizations. At the same time I continued to write documentation for complex topics to educate users.

Lansing, United States

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im mtthwnestor (LinkedIn)

mtthwnestor (GitHub)

## Work ClickFunnels

Documentation Technical Lead

Jul 2022 - May 2024

Remote

ClickFunnels is a marketing/ecommerce SaaS company. I created, maintained, and improved the Help Center / Knowledge Base using a docs-as-code workflow from scratch.

- Markdown / HTML / CSS / JavaScript / Liquid
- Knowledge Base / Help Center
- Docs as Code / Jekyll
- DevOps / Docker
- Python / API
- 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. To help improve efficiency, I developed PowerShell scripts and custom tools maintained with Git, increasing automation and streamlining internal processes.

- PowerShell
- Networking
- Hardware / Software / IT

#### **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. I set up, configured, and troubleshooted wireless networks, computers, and devices, ensuring smooth operation of life-size animatronics and attractions. My main project was building and maintaining an educational trivia game with a Raspberry Pi using GPIO, Bash, Python, HTML / CSS, and JavaScript, 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.

- Networking
- Python
- Raspberry Pi
- Educational
- Electronics

## **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 POS software.

## Education

#### Decatur High School

Federal Way

Jan 2007 - Jan 2011

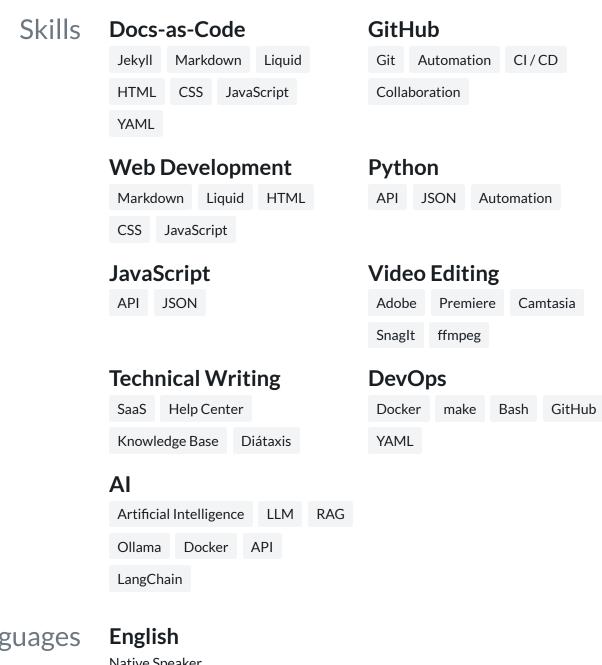
High School

#### Projects cf2-docs

Jan 2024 - Present

ClickFunnels Help Center content.

• Implemented and trained others from scratch.



## Languages

Native Speaker

#### Interests Homelab **Open Source** Self-hosted Networking Linux Linux GitLab Raspberry Pi Ansible Docker **Gaming**

#### Nvidia 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