

# Madison Nestor

Customer Communications Expert

## Contact

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## 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.

### LinkedIn

[mtthwnestor](#)

### GitLab

[matt](#)

### GitHub

[mtthwnestor](#)

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## Work Experience

### Outlier AI

Prompt Trainer Dec 2024 - Present [outlier.ai](https://outlier.ai)

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

### ClickFunnels

Documentation Technical Lead Jul 2022 - May 2024 [clickfunnels.com](https://clickfunnels.com)

- 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

Technical Support Specialist      Sep 2021 - Oct 2022      [clickfunnels.com](https://clickfunnels.com)

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

## Adna Technologies

Help Desk Specialist      Mar 2018 - May 2020      [teamadna.com](https://teamadna.com)

- 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

Electrical and IT      May 2016 - Feb 2017      [jurassicquest.com](https://jurassicquest.com)

- 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.

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## Education

Decatur High School      Jan 2007 - Jan 2011      [dhs.fwps.org](https://dhs.fwps.org)

## 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

## Scripting

### *Intermediate*

- Python
- JavaScript
- PowerShell
- API
- JSON
- Automation

## DevOps

### *Master*

- Docker
- make
- Bash
- Git
- YAML

## AI

### *Intermediate*

- Artificial Intelligence
- LLM
- RAG
- Ollama
- API
- LangChain

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# Languages

## English

### *Native*

# 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