

MATTHEW NESTOR

ABOUT

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.

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

ClickFunnels
<https://www.clickfunnels.com/>
September 2021 – October 2022

Remote

Technical Support Specialist
Provided 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
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.

Meijer
A Midwestern American retail chain.
<https://www.meijer.com/>
September 2017 – February 2018

Lansing, Michigan

Cashier, customer service, etc.

CONTACT






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EDUCATION

2007
2011

Decatur High School
<https://dhs.fwps.org/>
High School
Federal Way

SKILLS

Customer Service
Active Listening
Problem Solving

Master
Empathy and Patience
Product Knowledge

Communication
Verbal Communication
Clear and Concise Messaging

Master
Written Communication

Cash Handling and POS Systems
Cash Register Operation
Cash Handling Accuracy

Master
Point-of-Sale Software

Time Management
Multitasking
Handling High-Volume Periods
Efficient Workflow Management

Master
Prioritizing Tasks

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

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.

Highlights

- ◀ Cross trained as cashier, customer service, carts return, and product stock.

Jurassic Quest

Travel

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

Electrical and IT

Jurassic Quest is a travelling dinosaur exhibit, providing entertainment and education for children and people of all ages. I set up, repaired and replaced damaged electronics and equipment, ensuring a high-quality educational experience for attendees.

Burger King Corporation

Tacoma, Washington

🌐 <https://www.bk.com/>
January 2012 – April 2016

Shift Manager

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.