

# MATTHEW COWELL

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A HND graduate in Public Administration with extensive experience of working in a customer service environment and proven ability to deal with people in a demanding environment. Continuously updated skills and knowledge including administration and computer skills. Demonstrated ability to work well as part of a team and proven to be reliable, trustworthy and punctual in previous employment. Seeking an opportunity to utilise skills and experience in a challenging administrative role.

## EMPLOYMENT HISTORY:

**May 2002-Present**

**HM Prison Nunton  
Prison Officer**

- Built strong working relationships and established rapport with prisoners to encourage stable environment whilst maintaining required levels of authority
- Proactively encourage prisoners to make the best use of their time, by getting involved in activities or attending classes, thus moving them a step closer to rehabilitation.
- Approach difficult and demanding duties with fairness, consistency and a sense of humour to take the edge off a very volatile environment
- Liaise and work collaboratively with outside agencies including police, housing associations and the immigration service, in order to support prisoners to get their affairs in order once their time in custody has been served.

**1994-2002**

Number of temporary posts resulting in wide experience and a range of skills from administrative to customer service.

September 2002-May 2003

**People Personnel, Nunton  
Kitchen Porter**

May 2002-July 2002

**Fortners and Stone, Slimmerton  
Document Control Assistant**

December 2001-April 2002

**Nunton County Council, Nunton  
Administrator**

June 2001-September 2001

**Nunton Press & Mercury Group, Nunton  
Imputer**

November 2000-June 2001

**Hardackers Personnel, Nunton  
Map Editor**

July 1999-January 2000

**British Garden Stores, Nunton  
Sales Assistant**

November 1997-April 1998

**Cheap Save, Nunton  
Sales Assistant**

January 1995-August 1996

**Safebury's, Slimmerton  
Sales Assistant**

## **QUALIFICATIONS AND TRAINING:**

### **HND Public Administration**

October 1998-June 2001

Nunton Institute

Studies included:

- Fiscal and political constraints upon the public sector
- Exploring changing attitudes in the public sector
- The Internal Market in the NHS.

### **RSA Level 2 in Information Technology**

October 1998-June 2001

Slimmerton InTech

Applications included WordPerfect 5.1, Supercalc 5, Dbase IV, MS DOS.

### **A/AS Levels**

September 1994-July 1996

Nunton College

Economic History (Grade D), Business Studies (Grade D)

### **GCSEs**

September 1994-June 1996

William Blakewell School, Nunton

Six subjects including English (Grade B) and Maths (Grade C)

## **HOBBIES AND INTERESTS:**

Active lifestyle, enjoy playing football. Hobbies include listening to music reading books that have a sporting or sporting biographies.

## **ADDITIONAL INFORMATION:**

Current, clean driving licence.

## **REFERENCES:**

Available on request.