

MATTHEW (BENJAMIN) CLAPP

CV online @ www.mc85.eu

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Work Experience

Date	Company	Roles and Responsibilities
2010	Metropolitan	Web Design: Company took over from Security Centre (below); I revamped website's .DWT file.
2008	Security Centre	Various Roles <u>Strategy:</u> Reassure/Calm, take details, close deal. (emergency services, with stressed clients.) <u>Sales:</u> Contact estate agents, bailiffs and police stations as sources of new businesses. <u>Managerial:</u> Ensure 4-5 people in "stressful" workplace on target. Troubleshoot, help via conference call, tend to own calls. <u>Admin:</u> MD and I did admin. QuickBooks (later Sage) accounts, job info' in Outlook (2003). <u>Tech:</u> Installing software, building PCs (saves costs), plugging in loose CAT cables and so on.
2007	Wellness Centre	Administrative assistant <u>Creative:</u> Asked to design a "space" that could house several medical professionals who would rent rooms from the owner, a chiropractor. <u>Customer Service:</u> Held a reception position for image, so more patients could be seen per hour and to observe "patient flow" (led to design improvements for the hallway). <u>Promotion:</u> A side-goal was promoting LIFE Solutions' (below) system, but we concluded it wasn't profitable.
2007	Life Solutions	Franchisee owner (Tahitian Noni International, TNI) <u>Network Marketing:</u> Unreceptive UK market due to free NHS healthcare (unlike US). <u>Web design:</u> Designed "5 step" website; able to design parents' websites, and help Security Centre (above) with theirs.
2006	Globe Quote	Market Research assistant <u>Market research:</u> MD hired me to see which market his "concept" would sell to, then get suppliers on board. <u>Learning:</u> Director had a respectful way of asking for things, which made you want to do things for him. (Re: Carnegie's How to Win Friends and Influence People.)
2003	RHUL Alumni Department	Telesales Canvasser <u>Tele-sales:</u> 1st year Uni student. Call Alumni, share experiences and solicit funds. <u>Example:</u> One person who was donating £30/month increased his gift to £40/month, as I helped to rekindle his love of the university. I was given a bonus (which pleased me).

Education

Dates	Institution name	Qualification(s)	Result/Grade
2010	Brighton University	PGCE (Secondary Mathematics)	In Progress/Ends 2010
2008	Chichester University	MEC (Mathematics Enhancement Course)	Pass
2007	Royal Holloway (Lon)	Mathematics BSc (Single Hons)	Pass
2003	De Stafford College	A Level	4 A-C
2001	Wishmore Cross School	GCSE	9 A-C

(Other) Skill/Interest

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Technical	In-depth knowledge of Windows (95 to Seven) and Office (98 to 2007).
Touch Typing	35 words per minute (computer-certified).
Driving License	Full, clean. Passed 2002.12.31.
Sport	Tennis, table tennis, badminton, walking.
Reading	Maths, teaching, PCs, health, business, novels (esp. John Grisham).
Web	Designed a number of basic websites. Links available at www.mc85.eu (my Internet "home"). I also develop businesses' "social network" presence, which can improve image (and hence sales).

References: Available on request. Please specify desired type (IE academic, business, personal, etc).

THANK YOU