

# Matthew Pascall

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Driving License: Provisional

## EDUCATION

2022–PRESENT

### BA IN CREATIVE WRITING AND DRAMA AND THEATRE, ABERYSTWYTH UNIVERSITY

- Predicted 2.1.
- Regular short story writing and analysis with critical and reflective comparisons to similar novels of the respective genres.
- Used research and academic knowledge to develop original 60-minute full murder mystery play set in the regency era.
- Performed as part of an ensemble in creating original performances with guidance from experienced professionals.

2015–2020

### GCSES, BRINE LEAS HIGH SCHOOL, NANTWICH

- GCSEs: Nine GCSEs with grades 4–6

### A LEVELS AND GCSES, SOUTH CHESHIRE COLLEGE CREWE

- A LEVELS: English Language (C), Drama and Theatre Studies (C)

## WORK EXPERIENCE

2021 (NOVEMBER)

### NCS Volunteering, NANTWICH ELIM CHURCH & CREWE SEA CADETS (NANTWICH/CREWE)

- Restored local wildlife habitats and assisted with local litter picking and bird feeding.
- Devised and presented a charity-based proposal for a sponsored walk in aid of mental health charity, Mind.

2019 (OCTOBER)

### WORK EXPERIENCE WEEK, BARCLAYS BANK (NORTHWICH CALL CENTRE)

- Gained an insight into careers within a call centre setting and the challenges that different customer needs can bring.
- Attended numerous skills-building session on improving career prospects and employability.
- Listed in on customer phone calls to the bank and was introduced to their approach to customer service.

2017 (JULY–AUGUST)

### SCARE ACTOR, SILVER MOUNTAIN EXPERIENCE, PONTERWYD

- Performed in dark and small performance spaces to spook guests and create a haunting atmosphere.
- Interacted with customers in close contact situations and adapted performances to suit customer experiences.

2021-2024

### **WAITER, THAI VINTAGE, WHITCHURCH, SHROPSHIRE (PART-TIME AND HOLIDAY WORK)**

- Received a promotion to the position of manager.  
Resolved problems such as customer complaints and colleagues' difficulties with retail systems.
- Trained and supported new members of staff on how to use the retail point of sale, cash management and order management systems.
- Social Media Advertisement and communication with customers and other local businesses
- Documentation preparation including staffing schedules & meeting scheduling.
- Dealt with customer enquiries in person, via email and over the phone, strengthening relationships with customers as well as the business reputation and monthly sales.

## **VOLUNTEERING ACHIEVEMENTS**

2024-PRESENT

### **SOCIAL SECRETARY OF ABERYSTWYTH UNIVERSITY SCRIPTWRITING SOCIETY**

- Worked with the society's committee to brainstorm, agree and act on a plan to increase society funds and improve attendance. This improved significantly over my tenure of the position.
- Organised a regular monthly attendance at a local pub quiz with an average attendance of 10-15 people for our team, liaising with the venue, ensuring members were interested and helping to ensure the safety and smooth nature of running the event.
- Promoted the society using the society's WhatsApp group, website, Facebook page, Snapchat group and Instagram feeds.
- Assisted in the organisation of management committee meetings. Wrote and circulated monthly calendars for society events and upcoming opportunities. Kept committee members up to date with progress on our plan.

2022-PRESENT

### **ABERYSTWYTH ARTS CENTRE USHER**

- Checking tickets and assisting theatre attendees to find their seats
- Used initiative, situation specific problem solving and understanding of different audiences to best aid and attend to a variety of customer accessibility requirements.

## **LANGUAGE SKILLS**

. Working knowledge of Spanish and Welsh.

### **IT SKILLS**

- Highly competent user of Microsoft Office: Word, Excel, Planner, Teams and PowerPoint.
- Highly competent user of social media and platforms: Instagram, Facebook and Snapchat.
- Highly competent user of photo- and video-editing websites for business advertisement purposes such as Canva.

### **OTHER SKILLS**

#### **SKILLS**

- Strong Multitasking skills.
- Strong Organisation & Time management
- Eloquent written and spoken communication skills.
- Yacht Sailing Grade 2
- Drumming Grade 3
- Completed Duke of Edinburgh Bronze award

## **REFERENCES AVAILABLE ON REQUEST**

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