Darryl James Earl

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Having worked in a versatile career from an early age has equipped me with the necessary skills to provide excellent customer care at a high standard, whilst maintaining a quick and efficient service. From this I learned the importance of communication, attention to detail, organisation and professional integrity. I feel confident Monitoring negative behaviour and deferring furtherance through problem solving and negotiations. I am able to Implement policies and procedures, Maintain accountability and confidential information. Secure and provide information for Daily Reports, log books, files and investigations. Punctuality is essential so I make sure that I am always on time and flexible with my working hours. Learning to communicate with difficult individuals from different walks of life has encouraged me to set clear and assertive instructions and act as a positive role model. It also helped me to keep calm under extreme pressure and to make effective decisions quickly.

Employment

### **Warehouse Operative/Picker**

24-7 Recruitment Services - Thrapston

July 2022 to Present

1. Goods in receiver
2. Picker on LLOP
3. Packing on pallet for despatch
4. Manual Handling
5. MHE Safety checks
6. Housekeeping/ Hygiene

### **Detention Custody Officer**

Serco Group - Milton Ernest

May 2021 to May 2022

My role as a DCO was similar to my prison officer role, but in an immigration capacity. This meant it was a role with a focus on having good communication skills in order to accurately resolve any issues and provide a professional service with a focus on trust, care , innovation and pride.

# Prison Officer

HMP Bedford 2021

My role as a prison Officer was to ensure the safety of those in the establishment and to promote a rehabilitative environment through key worker sessions, quality conversations and becoming a positive role model. Other responsibilities include, confirming location of all prisoners through roll checks, escorting prisoners safely to legal visits, hospital escorts, workshops etc, using de-escalation skills or proportionate force to reduce violence, completing and issuing reports, and maintaining contact to all areas of the establishment in accordance with local security structures and policies

# Assistant Manager

Budgens 2012 - 2021

Face to face customer liaison helped me to understand the importance of a pleasant persona to ensure the customer receives excellent service that exceeds their expectations. I was also tasked with managing the tills and money collection when the need arises. In addition to my customer liaison role, I was tasked with the day to day running of the store in which people management is important to ensure the business performs at it’s best to reach its targets.

# General Assistant

EKS Office Equipment 2006 - 2010

I undertook a variety of different roles within the company, including: sales, customer service, and finance, where I learned the value of meeting deadlines, whilst prioritising the range of different tasks I was given. I was also given the opportunity to learn a variety of different programmes, such as: SAGE, Prima, Outlook and Excel to a good degree of confidence.

Education

Diploma in the Management and Care of Individuals in a Custodial Environment Level 3

HMP Prison Service 2021

Award in Emergency First Aid at Work FAA Level 3

Nuco Training 2021

Business Management Diploma Level 3

Remit Training 2015

# Access to Higher Education (A Level Equivalent)

Canterbury College 2010 - 2011

English Literature, History, American & European Literature *Merit)*

# GCSE

Herne Bay High School 2001 - 2006

|  |  |
| --- | --- |
| Maths C | English C |
| Science - Double Award CC | History B |
| ICT - GNVQ CCCC | Geography C |
| Religious Studies C | Physical Education - C |

Skills & Achievements

Report Writing Microsoft Office

Team Management Customer Service

Full Motorcycle/Drivers Licence Quality Control

Performance under Pressure Emergency Responder

Ethical standards of Conduct Time Management

Supplier Relations Stock Control/Ordering

Effective Communication