

Personal Profile

I consider myself to be an honest, reliable, trustworthy and hardworking. I am a quick learner and hardworking team player, with vast experience of lone working whilst using my own initiative. I have good communication skills and able to communicate with people on all levels, including customers, colleagues and management. I am always keen to participate in new and challenging roles and can offer a 'hands on' attitude to all tasks set. I'd like to find a role which will enable me to use my current skills, whilst offering new challenges. I have over 14 years' experience within customer service, across different roles including golf, which I have a specialist interest in.

Education

Degree in Professional Golf, The University of Birmingham (PGA) – Graduated 2016

Subjects Included: Golf Coaching, Sports Science, Equipment Technology, Business Management & Rules of Golf.

City of Ely Community College, July 2002

6 GCSE's from A-C including Maths, English and Physical Education

Qualifications

- First Aid Appointed Person Qualification (2018)
- Customer Service Training Course (2018)
- ASQ Level 2 Certificate in Golf Coaching (2015)
- ASQ Level 1 Certificate in Golf Coaching (2014)
- Sports Coach UK Safeguarding and Protecting Children (2014)

Key Skills

- Excellent customer service skills with experience of dealing with customers face-to-face and resolving conflict
- Great work ethic and an excellent time keeper
- Ability to build a rapport with customers
- Computer literate
- Full clean driving license

Employment History

Ocado Delivery Driver

2025 - Present

- Driving and delivering customers shopping in their desire delivery slot.
- Reviewing and planning routes, completing checks and deliveries on the PDA machine
- Completing van safety checks, complying with health & safety requirements
- Assisting customers with their shopping, support to resolve any issues when required

Customer Delivery Assistant, Tesco

2019 - 2025

- Driving and delivering customers shopping in their desire delivery slot.
- Reviewing runs, planning routes, completing paperwork or checks on the PDA machine
- Completing van safety checks, complying with health & safety requirements
- Assisting customers with their shopping, support to resolve any issues when required
- Loading/Unloading heavy shopping from vans
- Supporting colleagues on large runs, and also within store when required

PGA Professional Golfer

2008 - 2024

- Playing on numerous local/national golf tours, competing all over the UK and in Europe
- Manage own bookings, tournament entries, travel and accommodation

PGA Professional, St Ives (Hunts) Golf Club

2012 - 2019

- Working in a busy Professional Shop providing excellent and professional service to all members and visitors, assisting with their needs
- Running the junior coaching sessions, coaching between ages 5 and 18. Up to 15 people per week
- Providing members with group and individual lessons
- Going to schools and providing golf lessons
- Help to Maintain a fully stocked Professional Shop
- Providing excellent product knowledge to help the customer make a decision on products
- Providing and maintaining a professional looking shop
- Taking green fee bookings
- Help maintain and increase membership of the golf club
- Teaching golf all ages from juniors from 5 years old up to senior members
- Teaching golf to all different standards from single figure handicap golfers to beginners

Golf Operations at St Ives (Hunts) Golf Club

2017 - 2019

- Running & organising all golf club members competitions
- Setting up & Closing golf competitions on computer system
- Booking in and communicating with visitors and golf societies
- Running and organising numerous golf open events at the golf club
- Advertising golf competitions
- Running and maintain the golf club diary
- Excellent computer skills

References available on request