

## PROFESSIONAL SUMMARY

Dynamic goal oriented individual with nine years demonstrated experience in fast paced, client-facing jobs. Strong background in sales, communication and team leadership gained through coaching, customer service and competitive sports background. Recognised for ability to thrive in high pressure situations, challenging myself to learn new things quickly, and develop strong working relationships with other employees and customers. Seeking opportunities in a range of industries including sales, Information Technology (IT), mathematics focused jobs and analytics, with desire for career advancement and long-term success.

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## PROFESSIONAL WORK HISTORY

### Assistant Golf Professional Sedlescombe Golf Club 2022 - Present

- Conducting coaching sessions for golfers of all skill levels, both individual and group sessions.
  - Providing outstanding customer service at all times to ensure customers have positive experiences and return to do business with us again
  - Actively sell our product(s) and services, including equipment, packages and lesson(s)
  - Organising and running a weekly competition for 40 or more players, managing logistics and communicating with competitors
  - Clear and confident communicator both in person and via other modes.
  - Responsible for managing bookings, inquiries and day-to-day responsibilities associated with the club.
  - Able to work efficiently as part of an effective team while remaining professional and attentive to detail in a busy and fast-paced work environment.
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### Golf Shop Assistant Sedlescombe Golf Club 2017-2022

- Provided exceptional service to members and guests.
  - Sold items by analyzing customer needs and proposing appropriate solutions.
  - Created and maintained strong relationships with customers to achieve satisfaction and loyalty.
  - Completed financial transactions, managed inventory and day-to-day operations in the golf shop.
  - Developed strong selling, communicating and problem-solving skills over a long period of time.
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## Golf Coach (Seasonal Role) Exsportise 2025 (2 week contract)

- Delivered full day golf coaching for international students aged 8-17 years old.
  - Regularly ran coaching sessions for groups of 20 students of mixed-ability levels.
  - Worked to provide clear, structured methods of communicating to overcome any language/cultural barriers.
  - Ensured student understanding, engagement and safety throughout daily coaching block schedules.
  - Worked cooperatively and efficiently in a high-pressure environment while working towards tight timelines as part of a team.
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## EDUCATION

- PGA Professional Qualification Final Year- In Progress
  - Level 3 Diploma in Sport 2015-2017 GCSE's
  - 5+ at Grade C or above Including Maths and English 2011-2015
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## SKILLS

- Customer Service/Client Relationship Management
  - Sales/Product Recommendation
  - Clear Verbal Communication
  - Group Leadership/Coaching
  - Working under Pressure
  - Teamwork/Collaboration
  - Organisation/Event Coordination
  - Strong Numerical Ability
  - Problem Solving & Adaptability
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## ADDITIONAL REFERENCES:

- 20 years experience competing in Golf.
- Previously played +2.4 handicap rank.
- Competed both on county and English level.
- Focused, competitive personality with an attitude driven towards success in any given setting.