

PADRAIG MAHER

CONTACT

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EDUCATION

2018 • 2021
UNIVERSITY OF BIRMINGHAM
PGA Foundation Degree

2011 • 2017
COLAISTE NA SCEILGE
Leaving Certificate

KEY SKILLS

- Committee Liaison
- Sales & revenue Growth
- Customer Service Excellence
- Golf Instruction & Coaching
- Operations & Inventory Management
- Health & Safety Compliance
- Team Leadership & Development
- Technical Proficiency
- Communication & Marketing
- Administrative Skills
- Event Organization & Management

PROFILE

As a seasoned golf industry professional with a T4P background, I offer extensive leadership experience across all golf operations, coaching, retail management, tourism, and hospitality. I have a proven track record of managing day-to-day operations, staff coordination, and customer service delivery to the highest standards. My expertise includes overseeing professional shop performance, managing caddy programmes, organising schedules, and ensuring operational efficiency across all departments. Passionate and results-driven with clear achievements and focus of the overall financial success of a golf business/operations, I excel in creating a 5-star experience for members and guests, fostering strong team culture, and driving business growth through strategic planning and exceptional service.

EXPERIENCE

RING OF KERRY GOLF CLUB IRELAND • Feb 2024 – May 2025
PGA PROFESSIONAL & GOLF OPERATIONS MANAGER

As PGA Professional and Golf Operations Manager, I led the daily operations of the Pro Shop, Café, and Clubhouse, ensuring exceptional customer service and smooth coordination across all departments. I managed staff scheduling, payroll, inventory, and cash handling, maintaining efficiency, compliance, and profitability.

A key highlight of my role was driving a 33% increase in Pro Shop profit from the start of the fiscal year, significantly surpassing the forecasted budget through rebranding the Pro shop, obtaining new suppliers and keeping up to date with current golf clothing trends. An overall increase of 15% in membership was obtained in the 1st quarter of 2025 with new marketing strategies and opening new membership types to the public, intricate use of marketing campaigns, email campaigns and social media were the main drivers of this revenue. With overall increase of golfers on site I was a main driver on increasing F&B revenue by 10% by locking in pre allocated Golf and F&B packages.

I supported senior leadership with administrative coordination, streamlined communication, and team development, including recruitment, onboarding, training, and performance management. Known for proactive problem-solving and a hands-on leadership style, I fostered a high-performing team culture and delivered consistent 5-star service that strengthened member and guest loyalty.

INTERESTS

- Playing Competitive Golf
- Gym
- Fishing
- Outdoors

KILLARNEY GOLF & FISHING CLUB IRELAND • Mar 2021 – Feb 2024

PGA ASSISTANT PROFESSIONAL

In this multifaceted role, I combined high-level coaching with operational and commercial responsibilities. I delivered over 1,000 tailored golf lessons, specialising in custom fitting (notably with PING), while driving client retention through personalised communication and follow-ups. By year 2 in the role, my coaching and custom fitting services contributed to a 25% overall increase in business revenue, driven by strong client loyalty and consistent upselling. I managed stock budgets, coordinated custom orders with suppliers, and supported revenue growth through effective promotion of services and merchandise.

I played a key role in junior and adult coaching programmes, working closely with stakeholders to enhance participation and development pathways. Additionally, I upheld professional standards across all teaching and retail spaces, enforced club policies, and contributed to smooth daily operations. This role refined my leadership, customer service, and business management skills.

NORTH HANTS GOLF CLUB UNITED KINGDOM • 2018 - 2021

PGA ASSISTANT PROFESSIONAL

In this customer-facing leadership role, I managed front-of-house operations, engaging with members and guests to foster a welcoming, service-oriented environment. I contributed to revenue growth through strategic upselling, targeted promotions, and personalised member engagement. I was responsible for managing member accounts, processing financial transactions with accuracy, and ensuring compliance with club regulations and tee sheet protocols.

I gained strong operational expertise using the XPOS system for retail sales and inventory control. As a Pro Shop keyholder, I maintained shop security, presentation, and day-to-day functionality. Additionally, I supported club operations with equipment services—including club repairs, re-gripping, and loft and lie adjustments—while assisting with general administration. These responsibilities developed my operational awareness, attention to detail, and leadership readiness.