

Russell Neill

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Personal Details

Date of Birth: 10th April 1974

Marital Status: Married, 3 sons (aged 17, 22, and 23)

Education

Vyners Comprehensive, Ickenham, Middlesex

1986-1993

Qualifications:

- **GCSEs:**
 - Mathematics – B
 - English Literature – B
 - English Language – C
 - Business Studies – C
 - Information Studies – C
 - Physics – C
 - Physical Education – A
 - Geography – C
 - **AS/CPVE:** Sports Management and Visual Arts
 - **PGA Qualified Golf Professional**
 - **Level 2 Trackman Certified**
 - **Sports Coach UK:** Safeguarding & Protecting Children
 - **Level 2 Young Fitness Specialist** (Youth Conditioning)
 - **NVQ in Retail**
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Professional Experience

Mill Ride Golf Club, Ascot

PGA Golf Professional

1995 – Present

- Joined as one of two assistants and completed a 3-year PGA course to qualify as a PGA Golf Professional.
- Full responsibility for managing the Pro Shop, including product portfolio, stock control, financial accounts, and staffing.
- Organised and ran club competitions, checked and recorded scores, and maintained members' handicaps.

- Trained to deliver and manage golf club management systems for handicapping and communication correspondence (Intelligent Golf and Club Systems).
 - Delivered golf tuition for golfers of all abilities, ages, and backgrounds, with a focus on junior development, ladies' coaching, and beginner outreach.
 - Achieved significant success in mentoring players, including several US college scholarship athletes, two European Tour winners, and numerous membership conversions from beginner outreach programmes.
 - Established and currently run a weekly group clinic for local schools, introducing young people to golf and fostering long-term relationships with the club.
 - Organised regular in-house events, enhancing the overall member experience and boosting membership engagement.
 - Known for my strong communication skills, customer-focused approach, and ability to manage and develop high-performing teams.
 - Developed a loyal client base, with steadily increasing clientele due to my enthusiasm and dedication to teaching.
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Supermarket Chain

Part-Time Customer Service Role

1990 – 1994

- Worked part-time while pursuing golfing ambitions, gaining valuable customer service and team-working experience.
 - Frequently entrusted with managing a department independently during staff shortages, demonstrating responsibility and leadership under pressure.
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Core Skills & Attributes

- **Pro Shop Management:** Highly effective in meeting budgeted goals, profit margins, and targets for 25+ years.
- **Coaching Expertise:** Patient, dedicated, and motivating coach with a passion for helping golfers of all levels achieve their potential.
- **Leadership & Staff Management:** Motivational manager with high staff retention and a commitment to developing performance-driven teams.
- **Customer Service:** Excellent at creating exceptional experiences for members and visitors through clear communication and proactive engagement.
- **Self-Motivated & Resilient:** Demonstrated ability to work independently, stay focused, and overcome challenges with perseverance.
- **Creativity & Problem-Solving:** Skilled in thinking outside the box and finding solutions that benefit both the club and its members.
- **Honesty & Loyalty:** Dependable and trustworthy, with a strong sense of integrity.

Golfing Achievements

- Member of the **England U21 Team**
- Represented **Middlesex County** at all levels
- **Middlesex County Junior Champion**
- **Middlesex Under 21 Champion**
- 3rd place in the **Berkshire Trophy**
- Member of the **English County Champions** team
- **Ealing Scratch Open Champion**
- Course record holder at **Ealing Golf Club** (-6 under par)
- **1997 Assistants Southern Region Champion**

Other Interests

- Family life, football, photography, dining out, cinema

References

Wayne Sheffield – President/General Manager, Isleworth Country Club, Lake Nona, Orlando
Email: wsheffield@isleworth.com

Simon Holmes – PGA Professional, Simon Holmes Golf Academy, The Wisley Golf Club
Email: homesgolf@gmail.com