

# DECLAN LYONS

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## | PROFESSIONAL SUMMARY

Results-oriented Assistant Branch Manager with extensive experience developing high net worth client relationships and referral networks. Top-performer with track record of consistently meeting or exceeding sales goals. Talented at educating customers on banking services and products and recommending best options to meet long- and short-term needs.

## | ACCOMPLISHMENTS

- Assisted in increasing yearly sales goals by %30.
- Surpassed the monthly sales goal by an impressive 127%, setting a new Canadian national sales record for a single month.

## | WORK EXPERIENCE

### **K2 Stone - Assistant Branch Manager**

Vitcoria, BC • 08/2022 - 04/2024

- Assisted in increasing yearly revenue by 58%
- Supported Branch Manager with daily tasks, ensuring smooth branch functioning and effective communication amongst team members.
- Monitored daily branch activities, quickly identifying areas requiring improvement or corrective action.
- Oversaw successful completion of internal audits with minimal findings.
- Responded to customer concerns, working with manager to significantly raise customer satisfaction ratings.
- Enhanced customer satisfaction by providing exceptional service.
- Built rapport with account holders.

### **World Design Imports - Assistant Manager**

Calgary, AB • 02/2021 - 03/2022

- Supervised day-to-day operations to meet performance, quality and service expectations.
- Maintained a clean, safe, and organized store environment to enhance the customer experience.
- Developed strong working relationships with staff, fostering a positive work environment.

## | SKILLS

### **Front-End Development**

#### **Responsive design**

#### **Programming**

**Web Technologies:** React.JS/Next.JS, jQuery, Bootstrap

#### **Databases**

#### **API Integration**

## | EDUCATION

### **Lighthouse Labs, Toronto, ON, CA**

Toronto, ON • 10/2022

**Diploma:** Web Development

### **Free Code Camp**

2022

**Certificate:** Responsive Web Design

### **Free Code Camp**

2022

**Certificate:** Javascript Algorithms And Data Structures

### **Free Code Camp**

2023

**Certificate:** Front End Development Libraries

### **FreeCodeCamp**

2024

**Certificate:** Data Visualization

### **LinkedInLearning**

2024

**Certificate:** Wordpress Essential Training