Michael Lyons

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https://portfolio-lyonsxiis-projects.vercel.app/

PERSONAL STATEMENT

I'm a confident and analytical mathematics graduate with a growing passion for software development, developed through a mix of courses, independant learning, and personal projects. I pride myself on my structured, pragmatic approach to problem-solving and enjoy working in collaborative environments where I can quickly adapt to meet the needs of the team.

I'm now looking for an opportunity to apply and expand my technical skills by contributing to real-world development challenges in a supportive, fast-paced environment.

WORK EXPERIENCE

FROM FEBRUARY 2019

Hazell Carr / The Very Group
Senior Complaints Handler

Worked on a variety of processes spanning subject access requests, and PPI and irresponsible lending complaints.
Initially working as a contractor through Hazell Carr, after two years I was brought over to Very as a permanent employee as the contract was downsized and eventually brought in-house.
Initially working as a contractor through Hazell Carr handling PPI complaints, after two years I was brought over to Very as a permanent employee as the contract was downsized and eventually brought in-house.

Key Responsibilities

• Investigating PPI and irresponsible lending complaints, analysing financial data and customer records to ensure regulatory compliance and provide fair outcomes.
• Managing internal exception reports, identifying and resolving flagged systemic and or process issues within the complaints platform.
• Interfacing with the Financial Ombudsman Service and claims management companies, resolving queries and clarifying outcomes.
• Adapting to evolving regulatory processes and collaborating across departments to resolve high-priority cases efficiently.

PERSONAL INFORMATION

Over the past two years I've spent a good portion of my free time to studying programming, completing courses on Udemy and building projects to apply what I've learned, which I've found rewarding and a lot of fun.
Outside of coding, I enjoy following the latest developments in AI, downloading and experimenting with newly released local models. I'm also an avid reader, having recently finished The Wheel of Time book series, and enjoy PC gaming. I built my last two computers myself, and still keep up with the latest hardware and tech trends.

REFERENCES

References available upon request.

EDUCATION

2017 – 2018	**Mathematics and its Applications MSc (Hons)** DISTINCTION _University of Kent_
2014 – 2017	**Mathematics and its Applications BSc (Hons)** UPPER SECOND CLASS HONOURS (2:1) _University of Kent_

TECHNOLOGIES

LANGUAGES	Python, Javascript
FRONT END	HTML, CSS, React, Bootstrap, EJS, Material UI
BACK END	Node.js, Express, Flask, PostgreSQL
OTHER	Git, Microsoft Excel (VLOOKUPs, Pivot Tables, etc...), LaTeX

PROJECTS

All of the following projects were built using React, with additional technologies listed below.
Source code and further documentation is available at:

https://github.com/LyonsXII/Portfolio

Song Guesser Game

A online game in which the user has to guess the property a song is from based on a short sound clip.

• PostgreSQL database used to store song information and file paths.
• Express backend used to facilitate CRUD operations and retrieve song audio files.

Faraday Cage Model

An implementation of a mathematical model capable of calculating the strength of a Faraday Cage in two dimensions, with varying parameters.

• Model logic adapted from Matlab into Javascript.
• Interactive plot created using Plotly.

Author Analysis Dashboard

A dashboard for analysing user-submitted text using NLP and machine learning.

• Implemented via a Flask backend, using WSL2 with GPU-accelerated TensorFlow.
• Fine-tuned BERT model used to perform sentiment analysis, topic extraction, and author prediction.