Michael Lyons

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

PERSONAL STATEMENT

I am a mathematics graduate with a strong analytical background who is seeking to transition into web development. Through a mix of courses, independent learning, and personal projects, I have built a solid foundation I am keen to expand on, and am now looking to apply these skills in a workplace setting.

In my previous roles, I've handled high-volume, complex casework within a regulatory environment, where I developed a strong sense of judgement, attention to detail, and the ability to make decisions under pressure, qualities I now apply to writing clean and maintainable code.

I am excited at the prospect of solving real-world problems, and would enjoy working in fast-paced, collaborative team environment, where I can contribute while learning from experienced professionals.

WORK EXPERIENCE

FROM FEBRUARY 2019

Hazell Carr / The Very Group
Senior Complaints Handler

Worked on a variety of processes spanning irresponsible lending and PPI complaints, subject access requests, and ombudsman cases, maintaining consistently high quality and productivity metrics throughout, meeting and exceeding provided targets.

Initially working as a contractor through Hazell Carr, after two years I joined Very as a permanent employee as the contract was downsized and eventually brought in-house.

Key Responsibilities

• Delivered high-quality investigations of PPI and irresponsible lending complaints, analysed financial data and customer records to ensure regulatory compliance and provide fair outcomes.

• Interfaced with the Financial Ombudsman Service and claims management companies, resolved queries and clarified outcomes.

• Adapted to evolving regulatory processes and collaborated across departments to resolve high-priority cases efficiently.

• Managed internal exception reports, identified and resolved flagged systemic and or process issues within the complaints platform.

PERSONAL INFORMATION

Over the past two years, I've studied programming through a mixture of structured online courses and hands-on projects, covering subjects ranging from full stack web development to machine learning. I also enjoy following the latest developments in AI, downloading and experimenting with newly released local models, observing how the technology develops over time.

Outside of the technical sphere, I'm an avid reader, having recently completed The Wheel of Time book series, and enjoy drawing, mainly focusing on graphic design and linework.

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

A-levels: Mathematics (B), Physics (C), Biology (C)
GCSEs: 12 A*–C including Maths and English

TECHNOLOGIES

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

PROJECTS

Several projects I've worked on whilst studying programming can be found on my online portfolio linked above. Source code and further documentation is available at:

https://github.com/LyonsXII/Portfolio

Song Guesser Game

An browser-based game in which the user must select the correct option corresponding with the audio clip played.

• Uses an Express to facilitate CRUD operations and serve audio files.
• Complete with animations, transitional effects, and a fully responsive layout for desktop and mobile.

Author Analysis Dashboard

A dashboard for analysing user-submitted text using NLP and machine learning, classifying based on the closest matching author from the dataset.

• Performs classification via a fine-tuning of BERT.
• Includes sentiment analysis, and topic modelling using LDA.
• Implemented via a Flask backend, using WSL2 with GPU-accelerated TensorFlow.

REFERENCES

References are available upon request.