

Alan Fullagar

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Professional Summary

BI Developer | Data Analytics | Business Intelligence Data-driven BI professional specialising in architecting end-to-end analytics solutions that transform complex datasets into strategic intelligence. Currently building enterprise-level BI platforms at Flint Bishop LLP, where I've engineered systems serving 25+ stakeholders with real-time operational insights. Expertise in Python, T-SQL, and Power BI with a strong focus on automation, process optimisation, and delivering measurable business impact.

🔗 Key Impact Metrics

- Reduced manual reporting time by 96% (5 days → 4 hours) through comprehensive automation
- Built BI platform serving 25+ stakeholders with real-time KPIs across 4 data sources
- Achieved 100% data integrity processing 50+ KPIs with advanced normalisation protocols
- Projected 65% reduction in manual data entry through API integration automation

Technical Skills

Programming & Query Languages <ul style="list-style-type: none">• T-SQL (Advanced)• Python (Pandas, NumPy - Intermediate)• DAX (Power BI - Intermediate)• M / Power Query (Intermediate)• VBA/Excel (Intermediate)	BI & Visualisation Tools <ul style="list-style-type: none">• Power BI (Advanced)• Advanced Excel (Proficient)• SSMS (Proficient)• SSRS (Working Knowledge)• VS Code (Proficient)
Data Engineering & Architecture <ul style="list-style-type: none">• ETL Pipeline Design (Intermediate)• API Integration (Intermediate)• Data Modelling (Intermediate)• SSIS (Basic → Developing)	Development & Methodologies <ul style="list-style-type: none">• Process Automation (Intermediate)• Lean Six Sigma (Intermediate)• Git & Azure DevOps (Basic → Developing)• Agile/Scrum (Working Knowledge)

Professional Experience

Data Analyst

Flint Bishop LLP | Derby, East Midlands | *March 2024 – Present*

- Architected end-to-end BI solution including automated API data ingestion pipeline, SQL-based transformation layer with staging architecture, and Power BI analytics platform serving 25+ stakeholders with real-time KPIs—reducing manual reporting from 5 days to 4 hours (96% improvement)
- Improved decision-making accuracy through comprehensive data normalisation and implemented advanced data integrity protocols eliminating duplicate entries across 4 diverse data sources spanning 2 SQL servers

- Pioneered API integration initiative to automate data ingestion from external sources, projecting 65% reduction in manual data entry processes whilst enhancing data accuracy and reporting timeliness
- Implemented proactive reporting system through internal ticketing mechanism, ensuring 100% on-time delivery of strategic insights to executive and operational stakeholders

Data Administrator

Flint Bishop LLP | Derby, East Midlands | *October 2023 – March 2024*

- Streamlined onboarding process for 60+ client debt recovery files, managing thousands of data points with 99% accuracy through systematic validation frameworks
- Developed custom Python-driven tool to evaluate portfolio differences, reducing manual data entry time by 60% and minimising data contamination risk whilst successfully reconciling discrepancies involving six-figure financial transactions
- Automated high-risk manual processes using Python, SQL, and VBA, creating executable tool for payment and referral logging that enhanced operational efficiency and audit compliance
- Implemented systematic monitoring of payment frequencies across diverse client portfolios, proactively identifying and escalating 30+ overdue files to prevent potential revenue loss

Quality Assurance Analyst

Firstsource Solutions Ltd | Derby | *August 2021 – October 2023*

- Elevated team performance through targeted training and development initiatives, increasing annual profit margins by 15% through Average Revenue Per User (ARPU) coaching and data-driven training strategies
- Implemented quality monitoring tools improving team compliance by 25%, establishing systematic frameworks for performance tracking and feedback
- Developed analytical dashboards that enhanced team goal-setting and performance tracking, enabling data-informed coaching interventions
- Pioneered quality framework alignment resulting in 40% improvement in call compliance standards through structured training and continuous improvement methodologies

Strategic Projects

KPI Dashboard & Advanced Data Integration

- Architected comprehensive analytics dashboard integrating 4 diverse data sources across 2 SQL servers with engineered data normalisation strategy processing 50+ KPIs
- Implemented advanced data manipulation techniques ensuring 100% data integrity whilst delivering actionable insights supporting executive decision-making

Technologies: Power BI, T-SQL, ETL, Multi-Source Integration

File Frequency Monitoring Automation

- Developed intelligent Python-powered monitoring system with dynamic overdue calculation algorithm accounting for business calendars
- Created automated email notification system reducing manual tracking efforts by 75% and preventing potential revenue loss through proactive file management

Technologies: Python, Automation, Email Integration, Business Logic

Employee Management System Transformation

- Modernised legacy Excel-based employee management tool using Python and SQL with user-friendly GUI enabling seamless data management
- Created executable application with iterative development approach, reducing manual employee data management time by 50%

Technologies: Python, SQL, GUI Development, Legacy Modernisation

Education & Certifications

Professional Development

- **Actively pursuing:** Microsoft Power BI (PL-300) and Data Analyst Associate (DA-100) certifications
- NEO Leader Certification (88.9%) - Firstsource Academy
- Microsoft Excel Basic to Intermediate Level

Academic Background

- **Merrill Technology College** (1991-1996) - 6 GCSEs, Grades A-C (including Maths and English)