

Alan Fullagar

Derby, Derbyshire | 07450 556836 | alan.fullagar@icloud.com

Portfolio: alanfullagar.github.io | LinkedIn: [alanfullagar19800509](https://www.linkedin.com/in/alanfullagar19800509)

Personal statement

Data Analyst | Aspiring BI Developer | Business Intelligence

Data-driven professional skilled in transforming complex datasets into strategic insights to drive operational efficiency. Proficient in Python, SQL, and Power BI, with a strong background in automation and process optimisation. Adept at developing KPI dashboards, streamlining reporting, and enhancing data integrity to support business intelligence and decision-making.

Technical Proficiencies

- **Programming:** Python (Pandas, NumPy), SQL (querying, optimisation), VBA (Excel)
- **Data Visualization:** Power BI, Advanced Excel (Pivot tables, formulas, macros)
- **Process Improvement:** Lean Six Sigma, Process Mapping, Automation Strategy
- **Data Architecture:** ETL pipeline design, staging/production layer separation, multi-source data integration

Key Competencies

- **Strategic Data Analysis:** Consistently transform complex datasets into actionable insights, reducing data processing time by up to 60% through innovative automation techniques
- **Business Intelligence Solution Design:** Expert in developing comprehensive KPI dashboards aggregating 25+ metrics across multiple data sources, enabling data-driven decision-making
- **Process Optimisation:** Proven track record of implementing lean methodologies to streamline workflows, resulting in significant operational efficiency improvements
- **Cross-Functional Technical Integration:** Bridge between technical and non-technical stakeholders, translating complex data insights into strategic business recommendations

Employment History

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

Key Achievements:

- Architected end-to-end BI solution including automated API data ingestion pipeline,
 - SQL-based transformation layer with staging architecture, and PowerBI 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
 - Implemented advanced data integrity protocols eliminating duplicate entries
- Pioneered API integration initiative to automate data ingestion from external sources
 - Projected 65% reduction in manual data entry processes
 - Enhanced data accuracy and timeliness of reporting
- Implemented proactive reporting system through internal ticketing mechanism, ensuring 100% on-time delivery of strategic insights to stakeholders

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

Key Achievements:

- Streamlined onboarding process for 60+ client debt recovery files, managing thousands of data points with 99% accuracy
 - Developed custom Python-driven tool to evaluate portfolio differences

- Reduced manual data entry time by 60%, minimizing data contamination risk
 - Successfully reconciled discrepancies involving six-figure financial transactions
- Automated high-risk manual processes using Python, SQL, and VBA
 - Created executable tool for payment and referral logging
 - Implemented systematic monitoring of payment frequencies across diverse client portfolios
 - Proactively identified and escalated 30+ overdue files, ensuring timely resolution

Quality Assurance Analyst | Firstsource Solutions Ltd, Derby | August 2021 – October 2023

Key Achievements:

- Elevated team performance through targeted training and development initiatives
 - Increased annual profit margins by 15% through Average Revenue Per User (ARPU) coaching
 - Implemented quality monitoring tools improving team compliance by 25%
 - Developed analytical dashboards that enhanced team goal-setting and performance tracking
- Pioneered quality framework alignment, resulting in:
 - 40% improvement in call compliance standards
 - Enhanced stakeholder collaboration through data-driven analytical requirements
 - Created performance management tools that directly supported team development

Strategic Technical Projects

1. KPI Dashboard & Advanced Data Integration

- Architected comprehensive analytics dashboard integrating 4 diverse data sources across 2 SQL servers
- Engineered data normalization strategy processing 50+ key performance metrics
- Implemented advanced data manipulation techniques ensuring 100% data integrity
- Delivered actionable insights that directly supported executive decision-making

2. File Frequency Monitoring Automation Solution

- Developed intelligent Python-powered monitoring system for tracking file submissions
- Implemented dynamic "overdue" calculation algorithm accounting for business calendars
- Created automated email notification system reducing manual tracking efforts by 75%
- Prevented potential revenue loss through proactive file management
- Technologies: Python, Automation Scripting, Email Integration

3. Employee Management System Transformation

- Modernised legacy Excel-based employee management tool using Python and SQL
- Designed user-friendly GUI enabling seamless employee data management
- Created executable application improving stakeholder data interaction efficiency
- Implemented iterative development approach with comprehensive changelog
- Reduced manual employee data management time by 50%

Education & Certifications

Professional 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)