Scott MacArthur

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Profile

Business Intelligence & Data Analyst with experience building multi-page Power BI dashboards, automating reporting workflows, and analysing operational data to drive improved performance and customer outcomes. Skilled in Power BI, Excel (advanced modelling and Power Query), SQL, and Python for data transformation, analysis, and insight delivery. Strong track record of improving data quality, streamlining manual processes, and presenting clear, actionable insights to non-technical stakeholders. Currently applying these skills in a QA reporting role at Three UK while transitioning into a dedicated BI/Data Analytics position.

Skills & Abilities

Data Visualisation & Reporting: Power BI, DAX, KPI design, interactive dashboards, data storytelling, Excel reporting

Data Preparation & Modelling: Power Query, data cleaning, transformations, pipelines Excel data modelling, SQL, Python (Pandas)

Automation & Integration: Power Automate, SharePoint Integration, MS Forms, process optimisation

Business Intelligence Practices: Data transformation, performance analysis, insight generation, stakeholder communication.

Portfolio Projects

End-to-End Customer Journey Dashboard (Power BI): Seven-page Power BI reporting suite analysing the full customer journey, including communications, payments, vulnerability, outcomes, fail reasons, and remediation. Built using SharePoint data, Power Query ETL, data modelling, and extensive DAX measures. Used by QA, Compliance, and Senior Leadership to identify risks and improve customer outcomes.

Team Leader Performance Dashboard (Excel + Power Query): Excel BI dashboard analysing TL scoring accuracy, question-level discrepancies, tolerance/variance, and alignment with QA. Includes anonymised data modelling, KPI cards, slicers, and Power Query cleaning. Used to support targeted calibration and coaching.

Credit Monitoring Dashboard (SQL + Power BI): Integrated SQL data cleaning with DAX measures to monitor credit patterns, exceptions, and process gaps. Delivered insights used to improve accuracy and reduce unnecessary credits.

Automated Reporting (Power Automate Integration): Created a daily CSV→Excel automated workflow using Python and Power Automate, removing 30 minutes of manual processing per day, improving data consistency, and delivering an estimated annual time/cost saving of **£6,000**.

Commercial Data Analysis (Python + Excel): Cleaned and modelled SharePoint audit data to produce a YTD compliance dashboard tracking remediation, vulnerability themes, and FCA-related metrics, supporting operational decision-making.

(Full portfolio: github.com/Scottm95)

Experience

FCA QUALITY ASSURANCE AUDITOR | THREE UK | OCTOBER 2022 – PRESENT

· Designed and maintained **Power BI and Excel dashboards** tracking credit accuracy, remediation, appeal outcomes and operational KPIs, improving visibility for senior managers across multiple teams.

· **Cleaned, transformed, and modelled SharePoint and MS Forms datasets using Power Query, SQL, and Excel, ensuring data accuracy and reliable performance reporting.**

· **Developed DAX measures for trend analysis, variance monitoring, and KPI tracking, enabling self-service insight for operational stakeholders.**

· Automated daily reporting workflows using **Python and Power Automate**, reducing manual processing time and delivering an estimated **£6k annual time/cost saving**.

· Produced clear, insight-led reports and summaries that influenced operational decisions, identified performance gaps, and supported continuous improvement across credit and QA processes.

· Supported colleagues in understanding dashboards and data definitions, contributing to better data use and improved decision-making across the team.

QUALITY ASSURANCE AUDITOR | STUDENT LOANS COMPANY | APRIL 2021 – OCTOBER 2022

· Assessed calls, chats, and emails against QA frameworks and FCA compliance standards to ensure quality and regulatory adherence.

· Designed and delivered training sessions on repayment processes, FCA guidelines, and data protection, improving team knowledge and compliance.

· Built Excel trackers to manage QA team workload, improving efficiency in daily operations.

· Developed an Excel dashboard to analyse QA results and identify training needs, enabling the department to deliver specific coaching sessions to raise performance in key areas.

REPAYMENT RECOVERIES ADVISOR | STUDENT LOANS COMPANY | JANUARY 2019 – APRIL 2021

· Supported customers in arrears via inbound/outbound calls and webchat, setting up affordable repayment plans in line with FCA guidelines.

· Contributed to process/customer experience improvements by helping to write customer service procedures for colleagues.

Acted as a *floorwalker*, providing real-time support to colleagues with queries during customer interactions.

Education

BA - HISTORY - 2:1 | JUNE 2018 | UNIVERSITY OF STRATHCLYDE