

Scott MacArthur

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Profile

Business Intelligence & Data Analyst skilled in Power BI, SQL, Excel (Power Query), and Python for building automated reporting solutions, transforming complex datasets, and delivering clear, actionable insights. Experienced in designing multi-page dashboards, modelling and validating data, and creating scalable ETL workflows across operational and commercial environments. Strong track record of improving data quality, streamlining manual processes through automation, and communicating insights effectively to both technical and non-technical stakeholders. Portfolio includes end-to-end BI projects using SQL, DAX, Python automation, and Power Query-driven data modelling.

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

Contact Centre KPI Dashboard (SQL + Power BI): Used SQL to compute key KPIs from Genesys call data, then built a Power BI dashboard with DAX measures and calculated columns showing call volumes, abandon rates, queue times, handle-time buckets, and disconnect types. **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

- **Improved operational visibility** by designing Power BI and Excel dashboards tracking credit accuracy, remediation, appeal outcomes, and key KPIs used by senior managers across multiple teams.
- **Increased reporting accuracy** by cleaning, modelling, and validating SharePoint and MS Forms datasets using Power Query, SQL, and Excel, reducing inconsistencies and improving data reliability.
- **Enabled self-service insights** by developing DAX measures for trend analysis, KPI variance, and performance tracking, reducing dependency on manual reports.
- **Automated recurring reporting workflows**, saving 30 minutes per day and delivering an estimated **£6k annual efficiency gain** through Python scripting and Power Automate integration.
- **Supported data-driven decision making** by producing clear, concise insight reports that highlighted trends, risks, performance gaps, and opportunities for improvement across operational processes.
- **Improved data literacy across teams** by explaining dashboards, metrics, definitions, and data sources in simple terms, enabling non-technical stakeholders to use insights confidently and effectively.

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