Scott MacArthur

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Profile

Currently delivering MI / BI analytics at VodafoneThree UK, building self-serve dashboards and KPI packs for operational performance and audit outcomes, plus automated reporting workflows that reduce manual effort and standardise outputs. Experienced in KPI definition, data preparation/validation, and communicating trends, risks and recommendations to non-technical stakeholders. Tools: Power BI (DAX), Excel/Power Query, SQL and Python.

Core Skills

Tools: Power BI (DAX), Power Query, Excel, SQL, Python, Pandas, Power Automate, SharePoint, MS Forms
Delivery: KPI design, dashboards, MI packs, data cleaning/validation, reporting automation, insights, stakeholder communication

Experience

FCA QUALITY ANALYST (MI/Reporting Focus) | THREE UK | OCTOBER 2022 – PRESENT

· Improved management visibility across multiple teams by delivering and maintaining KPI dashboards covering credit accuracy, remediation, appeal outcomes and operational performance. (**Power BI, Excel, Power Query, DAX**)
· Supported operational decision-making through daily/weekly/monthly MI packs and insight summaries, highlighting metric movement, risk areas and likely drivers/root causes. (**Power BI, Excel**)
· Increased trust in reporting outputs by building a consistent reporting dataset from SharePoint/MS Forms sources, including clear KPI definitions and validation checks. (**Power Query, Excel, SQL**)
· Reduced ad-hoc reporting demand by creating self-serve KPI measures for trends, variance monitoring and drilldown analysis. (**Power BI, DAX**)
· Cut recurring reporting effort by automating daily data processing and delivery (CSV → cleaned Excel → SharePoint), saving 30 minutes/day (est. £6k/year) and improving timeliness/reliability. (**Python/pandas, Power Automate, Excel, SharePoint**)
· Increased adoption by documenting metric logic and coaching colleagues on how to interpret dashboards and use outputs consistently. (**Power BI, Excel**)

Selected Reporting & Automation Deliverables

· **Contact Centre KPI Dashboard:** Built a Genesys KPI dataset and Power BI dashboard to monitor volumes, abandonment, queue time, AHT buckets and disconnect types (daily service performance tracking) (**SQL, Power BI, DAX**).
· **End-to-End Customer Journey Dashboard:** Delivered a 7-page MI suite across comms, payments, vulnerability, outcomes, fail reasons and remediation, used by QA/Compliance/leadership to identify risks and improve outcomes (**SharePoint, Power Query, Power BI, DAX**).
· **Team Leader Performance Dashboard:** Built an Excel dashboard to highlight scoring variance vs QA standards (question-level discrepancies, tolerance/variance) to support calibration and coaching (**Excel, Power Query**).
· **Credit Monitoring Dashboard:** Built exception-focused reporting to surface credit patterns and process gaps, supporting accuracy improvements and reduced unnecessary credits (**SQL, Power BI, DAX**).
· **Automated Reporting Pipeline:** Automated daily CSV → cleaned Excel → SharePoint delivery, saving 30 mins/day (est. £6k/year) and standardising outputs (**Python/pandas, Power Automate, Excel, SharePoint**).
· **Commercial Data Analysis Dashboard:** Cleaned/modelled SharePoint audit data to deliver a YTD compliance dashboard tracking remediation and vulnerability themes for operational decisions (**Python, Excel, Power Query, SharePoint**).
(Full portfolio: github.com/Scottm95)

Earlier Experience
QUALITY ASSURANCE AUDITOR | STUDENT LOANS COMPANY | APRIL 2021 – OCTOBER 2022
- · QA of calls/chats/emails against frameworks and FCA requirements; delivered training on FCA/data protection; built Excel trackers and a QA results dashboard to support coaching and workload management (**Excel**).

REPAYMENT RECOVERIES ADVISOR | STUDENT LOANS COMPANY | JANUARY 2019 – APRIL 2021
- · Supported customers in arrears via calls/webchat in line with FCA guidance; contributed to process improvements and floorwalking support.

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