

Scott MacArthur

Glasgow, UK | 07599222145 | smacarthur95@gmail.com | <https://github.com/Scottm95>

Target roles: MI Analyst • BI Analyst • Data Analyst (Power BI/SQL)

Profile

MI / BI reporting professional at VodafoneThree UK, owning QA reporting delivery across data capture (MS Forms), automated workflows (SharePoint + Power Automate), and insight distribution (Power BI dashboards and paginated KPI packs with scheduled exports). Strong in SQL and Power Query for data preparation/validation and DAX for KPI definition, with a focus on clear, actionable reporting for stakeholders.

Core Skills

BI & MI Delivery: Power BI dashboards (DAX measures), paginated reports / KPI packs (Power BI Report Builder), operational performance reporting, stakeholder enablement

Data Preparation & Quality: SQL, Power Query (M) and Excel for data cleaning, validation, and KPI definitions

Automation & Reporting Ops: Power Automate workflows, SharePoint Lists/files, MS Forms data capture, scheduled refresh, subscriptions & Excel exports, Python (Pandas) processing

Domains: Contact centre operations • QA audit outcomes • FCA-regulated environment

Experience

FCA Quality Analyst(MI/Reporting) | VodafoneThree UK | OCT 2022 – Present

- Own end-to-end QA department reporting pipeline (MS Forms → SharePoint → Power Query/SQL → Power BI + paginated KPI packs), ensuring consistent KPI logic and reliable delivery. (*Power BI, SQL, Power Query, Power Automate, SharePoint, Report Builder*)
- Delivered and maintained dashboards across QA and contact-centre operations, tracking service level/queue performance, AHT, QA/compliance outcomes to improve management visibility and performance oversight. (*Power BI, DAX, SQL, Power Query, Excel*)
- Produced daily/weekly/monthly MI packs and insight summaries, explaining metric movements and highlighting priority risk areas and key drivers for operational action. (*Power BI, Excel*)
- Reduced ad-hoc requests by enabling self-serve analysis (trends, variance monitoring, drilldowns) through well-structured measures and report design. (*Power BI, DAX*)
- Automated recurring reporting delivery (CSV → cleaned Excel → SharePoint), saving 30 minutes/day (est. £6k/year) and improving timeliness and standardisation. (*Python/Pandas, Power Automate, Excel, SharePoint*)
- Cleaned and standardised Forms/SharePoint data (null handling, consistent fields/categories) into a reusable reporting dataset used across dashboards and MI packs. (*SQL, Power Query, Excel*)
- Implemented KPI logic as reusable DAX measures and supported stakeholders with walkthroughs and interpretation guidance, improving consistency in how outputs were used. (*Power BI, DAX, Excel*)

Selected Projects (Reporting & Automation)

- **Contact Centre KPI Dashboard (Genesys + Power BI):** Built a SQL-based KPI dataset and dashboard to track service performance (volume, abandon rate, queue time, AHT, disconnects) for daily operational monitoring. (*SQL, Power BI, DAX*)
- **End-to-End Customer Journey MI Suite:** Delivered a 7-page Power BI suite covering comms, payments, vulnerability, outcomes and remediation to surface risk themes and support QA/Compliance leadership reporting. (*SharePoint, Power Query, Power BI, DAX*)
- **Credit Monitoring Dashboard:** Built exception-focused reporting to identify credit/refund patterns and process gaps, supporting accuracy improvements and reducing unnecessary credits. (*SQL, Power BI, DAX*)
- **Reporting Automation Pipeline:** Automated daily delivery (CSV → cleaned Excel → SharePoint) and standardising outputs for downstream reporting. (*Python/Pandas, Power Automate, Excel, SharePoint*)

Earlier Experience

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

- Delivered QA across calls, chat and email in an FCA-regulated environment; supported coaching and compliance improvements.
- Built Excel trackers and a QA results dashboard to support team leaders with performance tracking and workload management. (*Excel*)

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

- Supported customers in arrears via calls and webchat, following FCA guidance and internal policies; contributed to process improvements and floorwalking support.

Education

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