

STEVEN K. MCARTHUR

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Data Analyst / Operations Analyst

Early-career professional seeking to channel a proven mix of operations, communication, and statistical analysis skills into a business intelligence or operational analysis role. Lifelong passion for numbers, combined with superior soft skills gained through years of progressive experience within retail/mobile technology environments. Lifelong learner with 4.0 GPA attained in all statistics/calculus classes to date. Extremely strong work ethic and commitment to customer service, communications, and teamwork.

KEY SKILLS & QUALIFICATIONS

Data Mining & Modeling	Advanced Mathematics & Statistics	Teamwork & Collaboration
Advanced MS Excel Proficiency	Complex Formulas & Calculations	Excellent Writing Skills
Operations & Process Improvement	Forecasting & Reporting	Performance Metrics Tracking
Business Intelligence	Data Graphing & Charting	Sales & Marketing Support
Market Research & Trend Analysis	Economic / Financial Analysis	P&L / Inventory Analysis

EMPLOYMENT HISTORY

STRAIGHT TALK WIRELESS—*History of rapid promotion within the store management ranks of this fast-growing mobile carrier, gaining an invaluable background in operational planning, performance tracking, sales, customer service, and how to improve processes for maximum efficiency/profitability*

Retail Associate Manager

Sammamish, WA: Sep 2019 - Present

- Responsible for maximizing P&L at this high-volume retail store, assisting with all business planning activities and championing outstanding customer service in order to promote consumer loyalty
- Maintain updated knowledge of hundreds of complex mobile products, accessories, and pricing tiers—training and mentoring associates in customer service and product presentation techniques
- Analyze store workflow and operations, developing new procedures to maximize efficiency, improve service speed, enhance the customer experience, and reduce operational expenses
- Create the weekly schedule for up to 20 associates, optimizing store performance and profitability by ensuring the highest-performing associates will be available at the busiest hours
- Regularly handle challenging interactions with ease, defusing customer conflicts and ensuring the team works in unison to provide the best possible customer experience

Retail Sales Associate

Sammamish, WA: Nov 2017 - Sep 2019

- Consistently met all sales expectations, routinely achieving all targeted sales metrics, in addition to proactively stepping up to “own” the customer experience and find ways to drive repeat traffic

Store Operations Associate

North Bend, WA: Apr 2016 - Nov 2017

- Initially hired in backroom operations capacity, helping ensure inventory levels were optimized and filling in for cashiers and customer service representatives, as needed
- Gained an invaluable foundation of strengths in teamwork, customer care, inventory planning, retail operations, and merchandising; commended frequently by supervisors for superior work ethic

EDUCATION & ADDITIONAL DATA

Associate of Arts Degree | Shoreline Community College (2019)

Worked full-time to pay way through college; coursework included Statistics, Calculus, Macro/Microeconomics, Accounting 201/202/203, Technical Writing, and Computer Science

Software Proficiency | MS Office, Salesforce, and Advanced Excel (e.g. Pivot Tables, Formulas, Macros)

Additional Training | Currently completing a series of online training courses in SQL Programming, Python Scripting, Budgeting, Forecasting and Financial Reporting

Outside Interests | Home automation, cooking, and sports data analysis (Sabremetrics)