

# Maisie Thornton

## Graduate Trainee

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Philosophy graduate from the University of St Andrews with consulting internship experience at Deloitte and part time operations experience at an early stage tech startup. Analysed 35 stakeholder interviews at Deloitte and produced process mapping documentation that contributed to a 22% reduction in client onboarding time. Strong in structured analysis, written communication, and stakeholder engagement.

## EXPERIENCE

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### Consulting Intern, Human Capital, Deloitte, London

Jun 2024 – Aug 2024

12 week internship in the Human Capital practice, working on a workforce transformation project for a FTSE 250 financial services client.

- Analysed interview notes from **35 stakeholder interviews** and identified 4 process bottlenecks in the client's employee onboarding workflow
- Produced a **20 page process mapping document** with recommendations, presented to a client steering group of 12
- Built a benefits realisation tracker in Excel that estimated the recommendations would reduce onboarding time by **22%**
- Contributed to the final client deliverable, a **60 slide strategy deck** reviewed by the engagement partner

### Operations Assistant (Part Time), Beam (tech startup), London

Sep 2023 – Jun 2025

Part time role (16 hours per week) at a social impact tech startup helping homeless individuals into stable employment.

- Managed customer onboarding emails for **80+ partner accounts** per month
- Created a FAQ document and email templates that reduced support ticket volume by **15%**
- Compiled weekly KPI reports for the COO, tracking **12 operational metrics**

## EDUCATION

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### BA (Hons) in Philosophy, University of St Andrews, St Andrews

Sep 2022 – Jun 2025

First Class Honours. Modules include logic, ethics, epistemology, philosophy of mind, and philosophy of economics. Dissertation on the ethics of algorithmic decision making in public services.

## SKILLS

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Structured Analysis & Argumentation, Stakeholder Interview Analysis, Process Mapping & Documentation, Microsoft Excel (pivot tables, modelling), Microsoft PowerPoint (strategy decks), Report & Briefing Writing, Qualitative Data Analysis, Project Coordination, Customer Operations & Onboarding, KPI Reporting & Dashboards

## CERTIFICATIONS

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### Deloitte Consulting Virtual Experience (Forage), Deloitte / Forage

Jan 2024

## LANGUAGES

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English (native), German (intermediate, B1)

## PROJECTS

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### **Dissertation: The Ethics of Algorithmic Decision Making in Public Services**

*Oct 2024 – Apr 2025*

Examined the ethical implications of using predictive algorithms in UK welfare and policing decisions.

- Analysed **4 case studies** (DWP Universal Credit algorithm, Kent Police predictive policing, NHS risk stratification, Ofsted inspection model)
- Argued that procedural fairness requires **mandatory algorithmic impact assessments** before deployment in public decision making
- Awarded a mark of 80% and invited to present at the **St Andrews Philosophy Colloquium**

## REFERENCES

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**Rachel Greenfield**, Senior Consultant, Human Capital, Deloitte, r.greenfield@deloitte.co.uk, +44 7700 900 412

**Dr. Simon Sherwood**, Senior Lecturer in Philosophy, University of St Andrews, s.sherwood@st-andrews.ac.uk, +44 7700 900 563

## EXTRA CURRICULAR ACTIVITY

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### **President, St Andrews Debating Society**

*Sep 2024 – Jun 2025*

Led a committee of 6 to organise weekly debates, 2 inter-university tournaments (hosting 80+ debaters), and a schools outreach programme reaching 120 pupils across Fife.