

Dickon Kirsten Fernandes

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EXPERIENCE

FREELANCE BUSINESS ANALYST

Data Analysis and Business Consulting

Luxembourg

May 2025 – Present

- **Advanced Data Analytics:** Utilize Python and SQL to uncover trends and extract actionable insights from complex datasets for startups, SMEs, and large corporations, enabling clients to improve decision-making accuracy.
- **Data Visualization:** Develop functional Power BI dashboards to display KPIs for tracking sales, marketing, supply chain performance, etc., to enhance stakeholder visibility and drive improvements in operational metrics.
- **Strategy and Business Consulting:** Leverage data-driven insights to provide strategic recommendations, boosting business efficiency and revenue for clients by optimizing processes and resource allocation.

POST LUXEMBOURG

Data Analyst – Last-Mile Delivery

Luxembourg

Sep 2024 – March 2025

- **Data Modelling:** Optimized last-mile network analysis by restructuring the organization's logistics data to enhance operational efficiency by 25% and improve reporting accuracy.
- **KPI Development:** Designed performance KPIs to measure and optimize delivery workflows. Developed dashboards to monitor the KPIs and improve visibility for 350+ relevant stakeholders.
- **Strategic Management:** Made data-driven suggestions for benchmarking and optimizing processes, thus reducing last-mile delivery rejections by 6%.

THE SUSTAINABLE CO.

Co-founder and CEO (A B2B biodegradable packaging start-up, www.thesustco.com)

Mumbai, India

Sep 2021 - Sep 2023

- **Contract Negotiations:** Spearheaded negotiations with Giva (One of India's largest e-commerce jewelry brands) to re-design and manufacture their ring boxes. Brought down their product packaging cost by 11%.
- **Demand Planning and Logistics:** Collaborated with customers and suppliers across the country to understand their demand patterns ahead of time and give competitive quotes for customized orders within 1 day (inclusive of delivery).
- **Client Management:** The primary point of contact for 20+ clients (including multi-million dollar companies) to coordinate all purchase orders. Instituted a client evaluation model to determine which clients we can give a line of credit to.

BETTER MORTGAGE

Operations Analyst – Funding Department

Gurugram, India

Nov 2020 - Aug 2021

- **Capital Management:** Individually responsible for final approval and disbursement of approximately 3 million dollars of Mortgages per day.
- **Stakeholder Management:** Collaborated directly with 5 internal Heads of Departments in Manhattan and 30+ external stakeholders across the USA to tackle errors found by the QC team.
- **Operations Management:** Analyzed key reasons for errors in the funding pipeline, optimized workflows, and improved efficiency by 5%.

AGILEBOT AUTOMATION PVT LTD

Mechanical Design Engineer (A B2B start-up that provides warehouse automation services)

Bengaluru, India

Aug 2019 - Oct 2020

- **Product Design & Management:** Led the mechanical design team to design and develop the Smart Food Rack, a project commissioned by Swiggy (India's largest food aggregator app) for the safe delivery of food during the pandemic.

EDUCATION

University of Luxembourg – M.I.T. Supply Chain Program (Boston, USA)

Masters in Supply Chain Management

Luxembourg

2023 - 2024

- **Class Valedictorian:** Scored the highest grade in the M.I.T. Scale Program (2024).
- **Best Research Poster, M.I.T Scale Expo (Boston, 2024):** Won the award for the best research poster at M.I.T. SCALE Expo (Boston) for my work with the Luxembourg Post.

Manipal Institute of Technology

B. Tech in Mechanical Engineering

Manipal, India

Aug 2015 - May 2019

- **Recognition of Leadership Award** – Awarded by the Dean of Manipal Institute of Technology for leading TMR to podium finishes at both the competitions it attended in the year 2018. Got recognition in multiple national newspapers.
- **Team Captain (Team Manipal Racing):** Led and managed a team of 28 students to build an All-Terrain Vehicle (ATV) for competing at National collegiate racing events. Raised and managed funding of 12,000 dollars.

SKILLS

Data Analysis • Supply Chain Management • Business Analysis • Machine Learning • Python • PowerBI • SQL • Excel

Language Skills: English - Native , French - A2 , Hindi – Expert.