Nisar Ahmed Khan

Digital Product Management | Customer Centric Design | Stories behind the data

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Growth focused leader with 20+ years of experience in developing digital platforms for e-commerce, logistics and supply chain customers.

Experienced in developing a product vision, strategy and roadmaps that are optimized for delivering value aligned with business objectives.

Skilled at developing OKRs and tactical analytics using customer-centric design thinking and agile methodologies that deliver business growth.

Passionate about self and team development and developing innovative solutions to complex business challenges.

Specialties:

Digital Product Management	Product Development	Digital Marketing	eCommerce
Project Management	Marketing strategy	Customer Centric Design	Data Analytics

EXPERIENCE

Mar 2018 to Present

FedEx Express
Digital Product Marketing Manager

Lead a cross-functional team of highly skilled professionals in delivering digital products and solutions for the Europe and Middle East and India regions.

- Product Management of Global shipping platform, the most widely used desktop shipping software deployed by FedEx across 100+ countries worldwide. Grew the userbase from 30K to 50K users within 2 years significantly increasing revenue growth by 30%.
- Delivered a product roadmap in collaboration with business partners taking a data-driven approach for improving customer experience and delivering business growth.
- Established success metrics focused on improving experience across the customer journey and decreasing the cost to serve. Created a Tableau dashboard for measuring performance against OKRs.
- Grew the userbase from 30K to 47K users within 2 years delivering 30% revenue growth.
- Implemented the FedEx Compatible Solutions Program (fedex.com/compatible) recruiting regional development companies as certified digital solution partners. The CSP program delivers a win-win solution connecting FedEx customer to compatible providers and resulting in incremental revenues of several million dollars.
- Developed the Middle East regional strategy to expand the retail footprint by partnering with convenience stores and retail outlets across the region and offer convenient delivery options to customers.
- Rolled-out the FedEx Delivery Manager (FDM) platform in the Middle East region. FDM is a web-based application that offers e-commerce recipients convenient delivery options to manage their order deliveries using their mobile phones. The implementation resulted 36% increase in operational efficiency of the first delivery attempt metric and resulted in a 43% increase in the regional B2C business.

May 2007 to Mar

FedEx Express

May 2007 to Mar 2018

eCommerce Solutions Project Manager

Facilitated launch of some of the largest online business portals in the middle east.

- Spearheaded the development of an e-commerce fulfillment platform for Emirates Airlines Skywards loyalty program. The platform integrated several processes across the e-commerce customer journey from checkout to delivery including global returns. It added fulfillment as a service to the FedEx portfolio and resulted several million dollars of incremental revenue.
- Developed a cloud-based enterprise SaaS shipping application for enterprise customers, that delivers the shipping customer journey from shipping, tracking and billing. This system successfully enabled online FedEx services for their enterprise customers and staff and helped secure AED 7M in revenue retention.
- Developed an integrated shipping platform for the top eCommerce portals in the Middle East (Emirates High Street, Dubai Shopping Festival, JadoPado, Huda Beauty, lens.me) leveraging FedEx APIs establishing a strong foundation for FedEx as an integration friendly carrier in the ME region.
- Delivered a critical inventory fulfillment process for Emirates Engineering department that enhances the delivery of aircraft parts to remote locations for emergency AOG (Aircraft on Ground) operations. The solution involved the deployment of an enhanced visibility solution that would allow Emirates to measure turnaround times and identify bottlenecks. The project resulted in reducing Aircraft on Ground (AoG) downtime by half.

Sep 2000 to Aug 2007

FedEx Express

Pre-Sales Technology Consultant

- Achieved organizational goal of 95 % migration of customers to online channels within three-years from 40%. Leveraged automation data analytics to develop key performance indicators. Led a cross-functional action team to grow customer adoption of the FedEx software tools, resulting in annual cost saving in excess of US$ 2.5M.
- Project Managed e-government initiative with the Roads and Transport Authority (RTA) allowing the renewal of driving licenses online. The project was executed in collaboration with IBM and involved the integration of their Oracle CRM with FedEx Web Services. This project resulted in a significant 40% increase in back-office workforce productivity.
- Service Desk Management: Facilitated evolution of a basic helpdesk function into a fully-fledged Service Desk by applying ITIL best practices such as the introduction of incident management, escalation procedures, knowledge base, and KPIs to improve performance.
- Managed development of a web-based address management database application. This system accelerated the delivery of local shipments for customers with large shipping volumes that frequently ship using incorrect addresses by recording correct delivery destinations and business hours for repeat shipments. The project significantly improved domestic delivery efficiency by 45%.
- Delivered EDI integration with Dubai Customs Al Mersal Portal. FedEx was one of the first carriers to automate import clearance through messaging links with the Dubai Ports & Customs Authority resulting in faster clearance of international shipments.

May 1997 to Aug 2000

Det Norske Veritas

IT Administrator

Held full accountability for maintaining IT infrastructure for this large network; managed LAN/WAN networking and IT support functions.

- Designed and maintained regional local and wide area network infrastructure. Marketed innovative design applications to regional customers; delivered influential presentations regarding ship design and maintenance application. Interacted with senior management; provided expertise regarding IT infrastructure-related decisions.
- Maintained file servers, email servers, and application servers. Established long term relationships with vendors; managed vendor service level agreements for enterprise-level support and IT outsourcing. Trained staff on various applications and IT policies.

EDUCATION

2018 to 2018

Massachusetts Institute of Technology

MIT Entrepreneurship & Innovation

A specialized course on entrepreneurship and Innovation

Seth Godin's altMBA
2016 to 2017

The altMBA is an intensive, 4-week online workshop designed by Seth Godin for high-performing individuals who want to level up and lead.

Griggs Univesity
2007 to 2009

MBA

MBA - Master of Business Administration

University of Pune
1993 to 1996

Bachelor of Computer Science

BS Computer Sciences

SKILLS

Intrapreneurship, Project Management, eCommerce, product development, technology, tech, innovation, disruption, branding, digital, marketing, digital transformation, digital marketing, customer experience, supply chain, logistics, startup, Entrepreneur, Business, Integration, Service Delivery, Customer Experience, Software Development, Network Infrastructure, PMP, IT Strategy, ITIL, Software Project Management, Process Improvement, Program Management, PMO, Logistics, Cloud Computing, E-commerce Consulting, Supply Chain, Vendor Management, Business Analysis, Management, IT Management, Team Leadership, CRM, MS Project, Business Development, E-commerce, Enterprise Architecture, Management Consulting, Enterprise Software, Leadership, Analysis, Business Intelligence, Customer Relationship Management (CRM),

CERTIFICATIONS

Project Management Professional - PMP
May 2007 to May 2009

Project Management Institute

ITIL - IT Information Library
Mar 2008 to Mar 2008

Office of Government Commerce

Cisco Certified Network Associate
Jan 2006 to Jan 2010

Cisco

FedEx Certified Manager
Mar 2017

FedEx

Foundations of Programming: Object-Oriented Design
Jul 2016 to Jul 2016

Lynda.com

Up and Running with Node.js
Aug 2016 to Aug 2016

Lynda.com

MEAN Stack and MongoDB Development Techniques
Oct 2016 to Oct 2016

Lynda.com

Node.js First Look
Oct 2016 to Oct 2016

Lynda.com

Apr 2019	**SAFe 4 Practitioner Certification** Scaled Agile, Inc.
Apr 2019 to Apr 2020	**Certified SAFe® 4 Practitioner** Scaled Agile, Inc.