Nisar Ahmed Khan

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

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Growth focused leader with 21 years of experience in developing customer facing platforms for for global customers.

Skilled at developing innovative digital products using customer-centric design thinking and agile methodologies to deliver a tight product-market fit that impacts the bottom-line.

Passionate about team development, customer-centric design thinking and agile methodologies to deliver business growth.

Experienced with developing product strategy that optimizes for customer value and business objectives.

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 Ship Manager software, the most widely used desktop shipping software deployed by FedEx across 100+ countries world wide. Grew the userbase from 30K to 47K users within 2 years significantly increasing revenue growth by 30%.
- Launched the FedEx Compatible Solutions Program (fedex.com/compatible) recruiting regional development companies and certifying them as certified partners. The CSP program delivers a win-win solution connecting FedEx customer to compatible providers and resulting in business growth.
- Developed the 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.
- Initiated the roll-out of FedEx Delivery Manager (FDM) product in the region. FDM is a web-based application that offers customers convenient delivery options to manage their deliveries using their mobile phones. The implementation resulted in a 43% increase in the B2C business.

May 2007 to Mar 2018

FedEx Express
eCommerce Solutions Project Manager

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

- Spearheaded the development of cloud based enterprise SaaS application, that delivers the shipping customer journey from shipping, tracking and billing . This system successfully enabled online FedEx services for their enterprise customers staff resulting in millions of dollars in annual revenue.
- 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.
- Delivered a warehousing and fulfillment platform targeted towards the Gulf industry Aviation vertical that enhances the delivery of aircraft parts to remote locations for emergency AOG (Aircraft on Ground) operations. The solution enhanced visibility of supply chains and streamlined clearance allowing airlines to measure turnaround times and identify bottlenecks. The project resulted in reducing Aircraft on Ground (AoG) downtime by 50%.

FedEx Express
Pre-Sales Technology Consultant

Sep 2000 to Aug 2007

- Developed an integrated shipping platform for the top eCommerce portals in the Middle East leveraging FedEx APIs establishing a strong foundation for FedEx as an integration friendly carrier in the ME region.
- 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 delivery efficiency from five to two days and increased customer satisfaction.
- 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.

Det Norske Veritas
IT Administrator

May 1997 to Aug 2000

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

Massachusetts Institute of Technology
MIT Entrepreneurship & Innovation

2018 to 2018

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
MBA

2007 to 2009

MBA - Master of Business Administration

University of Pune
Bachelor of Computer Science

1993 to 1996

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

May 2007 to May 2009	**Project Management Professional – PMP** **Project Management Institute**
Mar 2008 to Mar 2008	**ITIL – IT Information Library** **Office of Government Commerce**
Jan 2006 to Jan 2010	**Cisco Certified Network Associate** **Cisco**
Mar 2017	**FedEx Certified Manager** **FedEx**
Jul 2016 to Jul 2016	**Foundations of Programming: Object–Oriented Design** **Lynda.com**
Aug 2016 to Aug 2016	**Up and Running with Node.js** **Lynda.com**
Oct 2016 to Oct 2016	**MEAN Stack and MongoDB Development Techniques** **Lynda.com**
Oct 2016 to Oct 2016	**Node.js First Look** **Lynda.com**
Apr 2019	**SAFe 4 Practitioner Certification** **Scaled Agile, Inc.**
Apr 2019 to Apr 2020	**Certified SAFe® 4 Practitioner** **Scaled Agile, Inc.**