

Nicholas Wagner

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Experience

Total Quality Logistics | Cincinnati, Ohio

Sep 2024 – Present

Senior Product Manager (June 2025 – Present)

Product Manager (Sep 2024 – June 2025)

- Lead technology strategy for five lines of business, supporting \$115M in revenue
- Authored an ROI analysis and business case that secured \$662K in funding for a product initiative forecasted to deliver \$1.3M in first-year cost savings
- Conducted continuous discovery cycles, including over 50 interviews, to diagnose user pain points and identify high-value commercial opportunities
- Continuously analyzed competitor earnings and third-party market data to inform product positioning and strategic differentiation
- Selected to partner with business stakeholders and IT leadership for M&A integration planning
- Lead stakeholder relationships to meet business objectives while aligning with technology teams for delivery
- Drove buy/build/partner decisions, leading the evaluation and procurement of third-party SaaS solutions to modernize internal data pipelines
- Piloted Voice AI and GenAI strategies (Microsoft CoPilot) to automate workflows and reduce manual operational costs
- Manage a portfolio of product lines in support of our business users and customers, in collaboration with peer product managers and development teams
- Mentor peer product managers on creating outcome-based roadmaps and becoming an impact-driven product organization
- Apply lean methods to pinpoint gaps across procure-to-pay and quote-to-cash workflows, informing backlog items that reduce cycle time
- Act as a change champion for new enhancements to our internal and external customers
- Aligned outcome-based product initiatives with FP&A reporting to deliver measurable ROI
- Lead the procurement and evaluation of 3rd-party SaaS applications
- Selected to attend the Silicon Valley Product Group Masterclass, an in-person training for high-performing product leaders
- Selected with 49 peers to participate in an emerging leaders training program

Amtech Software (Acquired Batched.io) | Cincinnati, Ohio

November 2023 – September 2024

Sales Engineer - Manufacturing ERP

- Transitioned into a Sales Engineer role during a period of rapid growth, including a merger with two other companies and an eventual private equity acquisition
- Achieved 238% of Q2 quota and 79% of Q1 quota in 2024 through technical solution selling
- Acted as a strategic technical advisor to key accounts, identifying and closing \$273K in cross-sell opportunities.
- Partnered with Account Executives to drive new logo sales totaling \$198K in annual recurring revenue across EMEA and NORAM territories
- Enabled \$250K+ in annual recurring revenue generation through collaboration with account managers in North America
- Delivered tailored ROI presentations and product demonstrations for procure-to-pay and quote-to-cash workflows, directly influencing buying decisions
- Conduct product demonstrations for our procure-to-pay and quote-to-cash workflows across multiple systems, including ERP, CRM, OMS, and MES
- Partnered with Product and Marketing to enhance GTM execution and product positioning
- Supported the transition of perpetual-license customers to a SaaS subscription model

AMEND Consulting | Cincinnati, Ohio
Implementation Specialist at Batched.io – Manufacturing SaaS Solution

July 2021 – November 2023

- Joined the core team of five at an early-stage SaaS startup; supported ARR growth from ~\$50K to ~\$2M over two years
- Led 16 engagements and renewals totaling \$404K in ARR
- Spearheaded migrations from minimum viable product through four product upgrade cycles, enhancing long-term customer retention
- Created a standardized product enhancement request process to streamline internal product feedback
- Led customer implementations end-to-end, from kickoff through go-live and ongoing support
- Delivered successful project implementations across enterprise, midmarket, and SMB clients — both remote and on-site
- Provided executive-level updates on project progress, risks, and timelines to C-suite stakeholders
- Developed standardized user acceptance testing (UAT) scripts adopted by five enterprise clients
- Facilitated training across departments and functions to drive user adoption
- Translated business requirements into technical deliverables and solution designs
- Built Microsoft Power BI reports, resulting in \$15K in one-time revenue
- Participated in agile development cycles, raising enhancement requests and product issues
- Acted as both project manager and technical specialist across all assigned accounts
- Coordinated with third-party vendors during implementation and integration phases
- Supported multiple clients concurrently, balancing varying project lifecycle stages

DHL Supply Chain - Life Sciences & Healthcare Sector | Westerville, Ohio
Senior IT Implementation Analyst (April 2020 – July 2021)
Junior IT Implementation Analyst (June 2018 – April 2020)

June 2018 – July 2021

- Led IT cutover and go-live for the U.S. serialization pilot, supporting enterprise pharma compliance initiatives
- Configured and implemented multiple Warehouse Management Systems (WMS) for Fortune 500 clients
- Authored business requirements and QA documentation aligned with DHL Life Sciences standards
- Managed QA and UAT cycles, driving test coverage and issue resolution with internal and customer teams
- Balanced multiple projects simultaneously, managing issue logs, action items, and project timelines
- Served as primary liaison between DHL, clients, and vendors to gather requirements, track enhancements, and resolve product issues
- Managed day-to-day vendor relationships for two enterprise platforms, ensuring SLA adherence and product support
- Communicated implementation risks, milestones, and technical updates with customer stakeholders
- Provided on-site and remote IT support for customer distribution center go-lives
- Delivered hands-on training to warehouse operations teams on WMS and IT tools
- Troubleshooted cross-functional application and integration issues across multiple DHL IT departments

Ohio Air National Guard | Swanton, Ohio
Staff Sergeant - Supply Chain & Logistics

May 2016 – September 2021

- Performed mission-critical order processing and tracking in support of aircraft maintenance operations
- Awarded the Air Force Achievement Medal for sustained excellence in logistics operations
- Led a warehouse shift of two supervisors and four airmen during deployment to Al Udeid Air Base, Qatar
- Served as inventory manager for deployed Air Force assets during a temporary duty assignment at Patrick Air Force Base

Technical Skills

Proficient: Microsoft O365, Atlassian Suite, Microsoft Power BI, SQL, CRM Solutions, ERP Software

Familiar: EDI Mapping, Monitoring Tools (Grafana & Kibana), EDI & API Integrations, Warehouse Management Systems, Data Warehouse Solutions, Transportation Management Systems (TMS), Freight Forwarding Systems (FFS)

Education

Ball State University | Muncie, Indiana

December 2023

Master of Science - Information and Communication Sciences

- Member of two winning teams in graduate-level mock RFP competitions for US Signal and Accenture
 - o US Signal: Delivered an infrastructure and security proposal, focused on NIST compliance, disaster recovery, and private cloud deployment
 - o Accenture: Led proposal development and client presentation addressing digital transformation initiatives in a simulated enterprise engagement

Ohio University | Athens, Ohio

May 2018

Bachelor of Business Administration - Management Information Systems

Community College of the Air Force | Montgomery, Alabama

April 2021

Associates in Logistics

Certifications

Amazon Web Services

April 2023

- AWS Certified Cloud Practitioner

Organizations

The Circuit

January 2025

- Emerging Leaders Circle