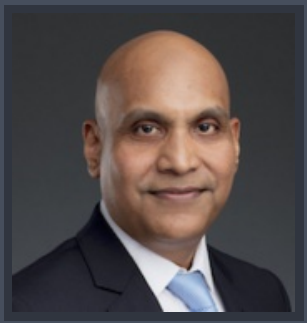

Nisar Ahmed Khan

Digital Product Manager | Digital Transformation | Project Management

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Growth focused leader with 20+ years of international experience in developing digital & mobile products for for global e-commerce customers. Managed a digital portfolio worth 4B USD in revenue with 100K customers across 120 countries.

- Experienced with leading high-performing teams in collaboration with IT and cross-functional partners to articlate a clear product vision, strategy and a roadmap that delivers business results.
- Passionate about developing innovative products with customer-centric design thinking, agile methodologies to deliver a tight product market fit..
- Skilled at leveraging data and analytics to develop OKRs and success metrics that balance customer impact with business objectives

Specialties:

Digital Transformation	Strategy Development	Cross-functional Leadership	Project Management
Innovation	Commercial Analysis	Customer Centric Design Thinking	Data Analytics

EXPERIENCE

Mar 2018 to Present

FedEx Express

Digital Product Marketing Manager

Led a cross-functional team of highly skilled professionals in delivering digital products and solutions for Europe, Middle East, Latin America and & India regions.

- **Product Management** of the enterprise shipping portfolio of B2B SaaS shipping software deployed by FedEx across 100+ countries world wide supporting $4B in revenue.
  - Delivered a value based product roadmap in collaboration with business partners taking a data-driven approach towards customer experience and delivering business growth.
  - Established key success metrics focused on improving experience across the customer journey and decreasing the cost to serve.
  - **Data analytics:** Created a Tableau dashboard displaying the business analytics for the digital portfolio products and measuring performance against OKRs.
- **Product Development B2C e-Commerce:** Rolled-out the FedEx Delivery Manager (FDM) a web-based mobile application offering convenient delivery options for delivery management. Developed regional reporting dashboard and communicated delivery management KPIs to cross-functional stakeholders. Grew the adoption of the platform to 15 countries in the region, that resulted in a 43% increase in the B2C business.
- **Digital Transformation Enterprise SaaS**: Spearheaded the digital transformation of enterprise shipping for the aviation vertical.
  Transformed manual business processes into an automated customer journey. Integrated FedEx APIs with the corporate mailroom solution via a SaaS application to digitize shipping, tracking, and invoicing processes, and enabling access to all departments via their intranet portal.
  This system successfully enabled online FedEx services for Emirates staff resulting in the retention of over US$14M in annual revenue.

May 2007 to Mar 2018

FedEx Express

Customer Integration Manager

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

- **E-commerce supply chain solution development:** 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. examples include (noon.com, hudabeauty.com, lens.me, Emirateshighstreet.com)
- **Customer Integration:** Spearheaded the development of cloud based enterprise SaaS application, that delivers an integrated 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.
- **Cross-functional stakeholder management:** 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.
- **Sales Support and Business Development:** Delivered an integrated warehousing and fulfilment 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%.

Sep 2000 to Aug 2007

FedEx Express

Customer Technology Consultant

- **Project Management:** 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.
- **App development:** 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.
- **EDI Integration and Data Governance:** 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.

EDUCATION

2018 to 2018

Massachusetts Institute of Technology

MIT Entrepreneurship & Innovation

A specialized course on entrepreneurship and Innovation

2007 to 2009

Maryland Griggs University

MBA

MBA - Master of Business Administration

1993 to 1996

University of Pune

Bachelor of Computer Science

BS Computer Sciences

SKILLS

Leadership: IT Strategy, branding, P&L, Stake holder management, cross-functional leadership, Entrepreneurship, Vendor Management, Business Analysis, Management, IT Management, Team Leadership, CRM, MS Project, Business Development, Consulting, Business Intelligence, Customer Relationship Management (CRM), Logistics, E-commerce, Supply Chain, Management Consulting
Project Management: Project Management, Business Planning, Business communication, RACI, Program Management, PMO, PMP, Process Improvement, Data Analytics
Product Management: Digital Product Management, , eCommerce, product development, technology, tech, innovation, disruptioncustomer experience, supply chain, logistics, startup, Entrepreneur, Business, Integration, Service Delivery, Customer Experience, E-commerce
Digital Technology: Digital marketing, digital transformation, ITIL, Software Project Management, software engineering, , Cloud Computing, Enterprise Architecture, DevOps, Software Development, Network Infrastructure, Enterprise Software,

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