



Nisar Ahmed Khan

Digital Marketing | eCommerce | Product Development | Technology | Retail

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A passionate intrapreneur with eighteen years of cross-functional leadership experience with one of the world's most admired Fortune 100 corporation.

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

Specialties:

Intrapreneurship	Product Development	Digital Marketing	eCommerce
Project Management	Marketing strategy	Retail Business	Data Analytics

EXPERIENCE

Mar 2018 to Present

FedEx Express

Marketing Product Development Manager

Lead a cross-functional team of highly skilled professionals in delivering eCommerce products and solutions for the Middle East and Africa region.

- Envisioned the regional eCommerce strategy and formalized the product roadmap to lay the foundation for market leadership.
- Delivered eCommerce products like Cash on Delivery, FedEx Global Returns, and FedEx Fulfillment from inception to production resulting in millions of dollars in incremental revenue.
- 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 40% 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.

- 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.
- Spearheaded the development of Emirates Airline's integrated shipping, tracking and invoicing system accessible to all departments through their intranet portal. This system successfully enabled online FedEx services for their entire ME staff resulting in the retention of over US\$7M in annual revenue.
- Architected shipment processing solution for EMAAR (major real estate company in the Middle East). The customized application allowed automated shipping of over 5000 property contracts daily through the integration of a Wipro developed Oracle based CRM with a FedEx shipment transaction

server. This resulted in winning AED 2 Million in annual revenue.

- Delivered a critical inventory fulfillment operation 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 for the customer.

Sep 2000 to Aug
2007

FedEx Express

Pre-Sales Technology Consultant

- 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.
- Developed eCommerce portal www.mydamas.com for Damas (largest jewelry supplier in the Middle East). Orders fulfilled utilizing FedEx XML Web APIs. The solution included advice on Internet marketing strategies such as Google Analytics and SEO. The project resulted in an incremental revenue of AED 1.5 Million.
- 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 speed cycled 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.

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

2016 to 2017

Seth Godin's altMBA

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

2007 to 2009

Griggs Univesity

MBA

MBA - Master of Business Administration

1993 to 1996

University of Pune

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),

PROJECTS

2015 - Present

JadoPado.com Integration

<http://www.noon.com>

Spearheaded a fulfillment solution for JadoPado.com, a popular consumer electronics eCommerce retailer in the UAE. Worked closely with the founder and development team at JadoPado to deliver a solution that significantly reduced transportation time and enhanced operational efficiency giving JadoPado a head start in international shipping for their portal. The project resulted in incremental revenue of Millions of dirhams for FedEx.

JadoPado was bought over by [noon.com](http://www.noon.com), who still run the platform.

Aug 2015 to Present

Emirates Official Store

<https://www.emirates.com/ae/english/experience/shop-emirates/official-store/>

Delivered an end-to-end value stream supply chain fulfillment solution for one of the top ten largest ecommerce website in Dubai. Representing millions of dollars in annual revenue.

Technology integration with the customer's SAP system was a key selling proposition for the customer. The solution was developed by the 3PL warehousing partner with an integrated advanced shipping engine.

The customer also had a very specific requirement for managing international returns.

The latest technology using email based label generation functionality was implemented to manage their Global returns. The functionality allows consumers to receive an email link to a portal, which makes a breeze to produce shipping documents.

This significantly improves the customer's ability to manage their returns inventory and gives them end to end visibility of their returns process.

Nov 2011 to Present

Fulfillment integration for Sheel.com

<http://www.sheel.com>

Supported launch of sheel.com in Dubai. Designed their eCommerce fulfillment solution allowing them to deliver their daily deals to their customers.

CERTIFICATIONS

May 2007 to May 2009

Project Management Professional - PMP

[Project Management Institute](http://www.pmi.org)

Mar 2008 to Mar

ITIL - IT Information Library

Mar 2008 to Mar 2008

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.

RECOMMENDATIONS

2/16/15, 5:57 AM

Stephen Friel
District Sales Manager, FedEx

I worked with Nisar on a number of advanced customer integrations and internal Sales trainings. Nisar has a wide depth of Information technology and Sales skills. He is able to translate complex sets of customer needs and develop IT solutions that have in my experience exceeded customer expectations.

Nisar is able to manage complex projects in tight timescales calmly and with confidence. Nisar has shown strong leadership qualities in his ability to manage cross functional teams in development projects.

In conducting Sales training Nisar was able to identify the key needs of the audience and tailor trainings to the audience level of IT understanding and development.

Hi is a team player and a pleasure to work with.

I would recommend Nisar for leadership roles.

7/8/14, 12:32 PM

Stephen Phelan
Managing Director - Middle East Region, Sims Recycling Solutions

I have had the privilege of working with Nisar. It's rare that you come across such a standout talent. His passion for technology combined with his creative intellect make him an indispensable asset. If nobody else has the solution, you can turn to Nisar to solve your problem.

2/25/09, 7:07 PM

Afzal Veettil
Sr. Engineer, Business Intelligence & Analytics, EU Strategic Planning & Engineering, FedEx Express

Nisar is a talented technology professional with immense business consulting experience. This is evident from his profile as he has been instrumental in closing some of the biggest names in our Customer community by uniquely positioning FedEx E Commerce solutions and created an ecosystem that delivers value and propelled business to the next level.

I have worked with Nisar for almost 9 years and seen his transformation from a professional possessing great technical skills to a matured individual who can inspire and lead. The true testimony to this fact is my own PMP Certification as he truly believed in the value of Project Management and the difference that it can bring to the team and the organization. Since then, FedEx IT in Middle East has added 5 certified Project Managers and he has been championing this through the Organization.

Nisar, way to go...

6/15/10, 3:53
PM

Badre Maktari

Director of IT, RSA Global

Nisar is the glue of the team, his customer relationship skills are of the highest standard and customer focus attitude constantly delivers an outstanding experience to our customers.

His commitment is also fantastic when working with other departments. Each and every time my team or I have worked with him, delivery of agreed actions has never been an issue. Nisar's determination is superb especially when the task given is new and not well defined.

In terms of self-development he is one of few individuals in the company, that repeatedly over 10 years has made full utilization of the FedEx benefit of tuition assist. I have personally been a witness to his professional growth and his progress is substantial to say the least.

Highly recommended to any role that requires high levels of customer focus, a thorough IT understanding and a strong team player nature.

12/30/08, 9:25
PM

Naveed Khan

Head of Application Architecture and Customer Technology (CTO), Middle East & Africa, FedEx Express

I worked with Nisar for several years as his direct manager. Nisar is an honest individual with high integrity. This is coupled by a keen intellect and desire to achieve.

Nisar has developed significant client facing skills in his time with FedEx. He is at ease in front of a client as he is with detailed technical project specifics. Nisar is PMP certified.

I would love to work again with Nisar given the opportunity.

6/15/10, 3:22
PM

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Director of IT, RSA Global

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10/7/08, 5:45
PM

Zaheer Ahmed

Lead Solutions Architect, QBE Insurance

Always dependable. Knowledgeable on both technical and business areas. Great to work with and have on the team.

Keep it up!

Zaheer