Faizan Zafar

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WORK EXPERIENCE

Product Manager May. 2022 – Present
NavVis *Munich, DE*
- Working in product management with the Solution Factory team

Product Manager Mar. 2021 – Apr 2022
Celonis *Munich, DE*
- Configured and steered product roadmap based on the evaluation of customer needs, market research, and technical feasibility
- Derived, visualized, and monitored KPIs in order to assess and improve product engagement and user experience
- Drove customers' migration to the citizen development platform: *Celonis Studio* resulting in +26% in daily active users
- Managed sprint plannings by drafting specifications, standard/edge cases, and release notes for features and bug fixes

Graduate Research Assistant Oct. 2019 – Mar. 2021
Cybernetics Lab @ RWTH *Aachen, DE*
- Proposed and statistically analysed technology acceptance frameworks in the contexts of e-commerce and care work
- Designed fine-grained classification and clustering models on e-commerce and healthcare data

Associate Software Engineer Sep. 2018 – Mar. 2019
CureMD Healthcare *Lahore, PK*
- Worked in front-end development of the scheduling & appointment management module of the *CureMD* web application
- Extracted and processed customer data for visualization and reporting purposes

Research Intern Sep. 2017 – May 2018
Speech and Language Technology Research Group @ NUST *Islamabad, PK*
- Implemented predictive modelling techniques on clinical data of patients exhibiting diabetes symptoms
- Produced visualizations for analytics derived from the *PIMA* dataset

Software Developer Intern Jul. 2017 – Sep. 2017
Centre for Economic Research in Pakistan *Lahore, PK*
- Developed a prototype of a Management Information System (MIS) targeted for low-cost private schools
- Documented functional requirements and specifications of the MIS

EDUCATION

RWTH Aachen University Aachen, DE
M.Sc. Data Science (thesis ongoing) *Apr. 2019 – Sep. 2022*
National University of Sciences and Technology (NUST) Islamabad, PK
B.Eng. Software Engineering *Sep. 2014 – Jun 2018*

PROJECTS

Factors influencing the intention of caregivers to use digital technologies in outpatient care Mar. 2021 – Oct. 2021
- Developed a framework that outlines the factors influencing the intention of caregivers to use digital technologies in outpatient care

Removing Implicit Places Using Regions for Process Discovery | *PM4Py, ProM* Oct. 2020 – Feb. 2021
- Prepared a term paper and presented a tool demonstration on the topic

A Python Extension to Simulate Petri nets in Process Mining | *PM4Py, SimPy* Apr. 2020 – Aug. 2020
- Programmed a tool which uses an event log to directly generate a simulated event log and modify event duration & arrival rate

Predictive Analytics in Healthcare for Diabetes Prediction | *Scikit-learn, TensorFlow* Sep. 2017 – May. 2018
- Developed an application which computes the probability of occurrence of Type 2 diabetes based on specified clinical indicators

TECHNICAL SKILLS

Product: Scrum, Kanban, Monday.com, Jira, Salesforce, Miro, Visio, Figma, Confluence, Appcues
BI/Analytics: PowerBI, Tableau, SPSS, SmartPLS, RapidMiner, Jupyter
Programming: Python, R, SQL, PQL, NumPy, Pandas, Seaborn
Developer: Git, VSCode, PyCharm, RStudio

EXTRACURRICULAR ACTIVITIES

Analyst @ TechLabs 2021: Worked on time series analysis of distribution strategies of Covid-19 vaccines in Germany
Participant @ Innovation Days 2020: Project ideation to improve daily activities of people with special needs through innovative systems

LANGUAGE SKILLS

English: C2 – Advanced Proficiency
German: A2 – Intermediate Proficiency
Urdu/Hindi: Native