Faizan Zafar

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WORK EXPERIENCE

Product Manager Intern   Mar. 2021 – Present
Celonis   *Munich, DE*
- Configure and steer product roadmap based on the evaluation of customer needs, market research, and technical feasibility
- Derive, visualize, and monitor KPIs in order to assess and improve product engagement and user experience
- Drive customers' migration to the citizen development platform: *Celonis Studio* resulting in +26% in daily active users

Graduate Research Assistant   Oct. 2019 – Mar. 2021
Cybernetics Lab @ RWTH   *Aachen, DE*
- Developed 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*
- Front-end development of the scheduling & appointment management module of the *CureMD* web application
- Extracted and processed customer data for visualization and reporting

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
- Conducted data analysis and generated visualizations on 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

Intern   Jun. 2016 – Aug. 2016
InveGix Technologies   *Islamabad, PK*
- Built and deployed the company's news blog
- Drafted test cases and user guides for the *StarCode* POS & Inventory application

EDUCATION

RWTH Aachen University   Aachen, DE
M.Sc. Data Science (on hold)   *Apr. 2019 – Mar. 2021*
National University of Sciences and Technology (NUST)   Islamabad, PK
B.Eng. Software Engineering (completed)   *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

Seminar: Selected Topics in Process Mining | *PM4PY, ProM*   Oct. 2020 – Feb. 2021
- Prepared a Term Paper and presented a Tool Demonstration on *Removing Implicit Places Using Regions for Process Discovery*

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 diabetes based on specified clinical indicators
- Produced visualizations for analytics derived from patients' electronic health records

TECHNICAL SKILLS

BI/Analytics Tools: PowerBI, Tableau, Salesforce, SPSS, SmartPLS, RapidMiner, Jupyter
Programming: Python, R, SQL, PQL, NumPy, Pandas, Seaborn, SciPy
Developer Tools: Git, Jira, VSCode, PyCharm, RStudio
Productivity Tools: LaTeX, Office 365, Google Workspace, Monday.com, Visio, Photoshop, Confluence

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: B1 – Intermediate Proficiency
Urdu: Native