

Faizan Zafar

+49 178 7302086 • faizan.zafar@rwth-aachen.de • linkedin.com/in/faizanzafar40

WORK EXPERIENCE

Associate Program Manager

NavVis

- Working in program management with the Reality Capture squad

May. 2022 – Present

Munich, DE

Junior Product Manager

Celonis

- Configured and steered product roadmap based on the evaluation of customer needs, market research, and technical feasibility
- Planned sprints by conceptualizing and drafting specifications, standard/edge cases, and release notes for features and bug fixes
- Resolved customers' issues, questions and incidents resulting in -21% in average resolution time
- Drove customers' migration from on-prem to cloud platform leading to +26% in daily active users

Mar. 2021 – Apr 2022

Munich, DE

Graduate Research Assistant

Cybernetics Lab @ RWTH

- 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

Oct. 2019 – Mar. 2021

Aachen, DE

Associate Software Engineer

CureMD Healthcare

- 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

Sep. 2018 – Mar. 2019

Lahore, PK

Research Intern

Speech and Language Technology Research Group @ NUST

- Implemented predictive modelling techniques on clinical data of patients exhibiting diabetes symptoms
- Produced visualizations for analytics derived from the *PIMA* dataset

Sep. 2017 – May 2018

Islamabad, PK

Software Developer Intern

Centre for Economic Research in Pakistan

- Developed a prototype of a Management Information System (MIS) targeted for low-cost private schools
- Documented functional requirements and specifications of the MIS

Jul. 2017 – Sep. 2017

Lahore, PK

EDUCATION

RWTH Aachen University

M.Sc. Data Science (major: Business Analytics)

Aachen, DE

Apr. 2019 – Nov. 2022

National University of Sciences & Technology (NUST)

B.Eng. Software Engineering

Islamabad, PK

Sep. 2014 – Jun 2018

PROJECTS

Investigating Quality Attributes and Best Practices of Microservices Architectures

- Master Thesis project

May. 2022 – Nov. 2022

Factors influencing the intention of caregivers to use digital technologies in outpatient care

- Developed a framework that outlines the factors influencing the intention of caregivers to use digital technologies in outpatient care

Mar. 2021 – Oct. 2021

Removing Implicit Places Using Regions for Process Discovery | *PM4Py, ProM*

- Prepared a term paper and presented my findings on the topic

Oct. 2020 – Feb. 2021

Predictive Analytics in Healthcare for Diabetes Prediction | *Scikit-learn, TensorFlow*

- Developed an application which computes the probability of the onset of diabetes in an individual based on their clinical data

Sep. 2017 – May. 2018

TECHNICAL SKILLS

Product/Program: Scrum, Kanban, Monday.com, Jira, Salesforce, Dynamics 365, Miro, Visio, Figma, Confluence

BI/Analytics: PowerBI, Tableau, SPSS, SmartPLS, RapidMiner, Jupyter

Software Dev: Python, R, SQL, PQL, NumPy, Pandas, Seaborn, Git, VSCode, PyCharm, RStudio

VOLUNTEERING 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