

Faizan Zafar

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

WORK EXPERIENCE

| | |
|---|--|
| Program Manager <i>NavVis</i> <ul style="list-style-type: none">Working in program management with the Solution Factory team | May. 2022 – Present <i>Munich, DE</i> |
| Junior Product Manager <i>Celonis</i> <ul style="list-style-type: none">Configured and steered product roadmap based on the evaluation of customer needs, market research, and technical feasibilityPlanned sprints by conceptualizing and drafting specifications, standard/edge cases, and release notes for features and bug fixesResolved customers' issues, questions and incidents resulting in -21% in average resolution timeDrove customers' migration from on-prem to cloud platform leading to +26% in daily active users | Mar. 2021 – Apr 2022 <i>Munich, DE</i> |
| Graduate Research Assistant <i>Cybernetics Lab @ RWTH</i> <ul style="list-style-type: none">Proposed and statistically analysed technology acceptance frameworks in the contexts of e-commerce and care workDesigned fine-grained classification and clustering models on e-commerce and healthcare data | Oct. 2019 – Mar. 2021 <i>Aachen, DE</i> |
| Associate Software Engineer <i>CureMD Healthcare</i> <ul style="list-style-type: none">Worked in front-end development of the scheduling & appointment management module of the <i>CureMD</i> web applicationExtracted and processed customer data for visualization and reporting purposes | Sep. 2018 – Mar. 2019 <i>Lahore, PK</i> |
| Research Intern <i>Speech and Language Technology Research Group @ NUST</i> <ul style="list-style-type: none">Implemented predictive modelling techniques on clinical data of patients exhibiting diabetes symptomsProduced visualizations for analytics derived from the <i>PIMA</i> dataset | Sep. 2017 – May 2018 <i>Islamabad, PK</i> |
| Software Developer Intern <i>Centre for Economic Research in Pakistan</i> <ul style="list-style-type: none">Developed a prototype of a Management Information System (MIS) targeted for low-cost private schoolsDocumented functional requirements and specifications of the MIS | Jul. 2017 – Sep. 2017 <i>Lahore, PK</i> |

EDUCATION

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

PROJECTS

| | |
|--|-----------------------|
| Factors influencing the intention of caregivers to use digital technologies in outpatient care <ul style="list-style-type: none">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 <i>PM4Py, ProM</i> <ul style="list-style-type: none">Prepared a term paper and presented my findings on the topic | Oct. 2020 – Feb. 2021 |
| A Python Extension to Simulate Petri nets in Process Mining <i>PM4Py, SimPy</i> <ul style="list-style-type: none">Programmed a tool which uses an event log to directly generate a simulated event log and modify event duration & arrival rate | Apr. 2020 – Aug. 2020 |
| Predictive Analytics in Healthcare for Diabetes Prediction <i>Scikit-learn, TensorFlow</i> <ul style="list-style-type: none">Developed an application which computes the probability of occurrence of Type 2 diabetes based on specified clinical indicators | Sep. 2017 – May. 2018 |

TECHNICAL SKILLS

| | |
|----------------------|--|
| Product: | Scrum, Kanban, Monday.com, Jira, Salesforce, Dynamics 365, 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 |