

# Faizan Zafar

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## WORK EXPERIENCE

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

## EDUCATION

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

## PROJECTS

<b>Investigating Quality Attributes and Best Practices of Microservices Architectures</b> <ul style="list-style-type: none"><li>Master Thesis project</li></ul>	May. 2022 – Nov. 2022
<b>Factors influencing the intention of caregivers to use digital technologies in outpatient care</b> <ul style="list-style-type: none"><li>Developed a framework that outlines the factors influencing the intention of caregivers to use digital technologies in outpatient care</li></ul>	Mar. 2021 – Oct. 2021
<b>Removing Implicit Places Using Regions for Process Discovery</b>   <i>PM4Py, ProM</i> <ul style="list-style-type: none"><li>Prepared a term paper and presented my findings on the topic</li></ul>	Oct. 2020 – Feb. 2021
<b>Predictive Analytics in Healthcare for Diabetes Prediction</b>   <i>Scikit-learn, TensorFlow</i> <ul style="list-style-type: none"><li>Developed an application which computes the probability of the onset of diabetes in an individual based on their clinical data</li></ul>	Sep. 2017 – May. 2018

## TECHNICAL SKILLS

<b>Product:</b>	Scrum, Kanban, Monday.com, Jira, Salesforce, Dynamics 365, Miro, Visio, Figma, Confluence, Appcues
<b>BI/Analytics:</b>	PowerBI, Tableau, SPSS, SmartPLS, RapidMiner, Jupyter
<b>Software:</b>	Python, R, SQL, PQL, NumPy, Pandas, Seaborn, 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

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