

Faizan Zafar

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A customer-focused tech professional with a strong bias for action, passionate about interpreting and realizing customer needs, and working across functions of product and business, having 3+ years of experience across the high-tech service industry.

EXPERIENCE

- Product Manager** Apr. 2023 – Present
ATOSS
• Working as a Product Manager for the ATOSS Staff Efficiency Suite (ASES).
- Product Manager** May. 2022 – Mar. 2023
NavVis
• Led a beta program for *NavVis Enterprise Cloud Processing* and *Person Blurring* features with 5 enterprise customers
• Computed and monitored 8 vital metrics to measure the product engagement of *NavVis Reality Capture* products
• Revamped the CRM Product Catalog containing 1000+ listings in order to boost sales efficiency
- Product Manager (Trainee)** Mar. 2021 – Apr 2022
Celonis
• Conceptualized feature specifications, gathered requirements, wrote user stories, and managed sprints for developing *Celonis EMS*
• Resolved customers' issues with *Celonis EMS*, decreasing resolution time by 21% and improving overall customer satisfaction
• Drove customers' migration from on-prem to cloud platform, increasing daily active users by 18%
- Graduate Student Researcher** Oct. 2019 – Mar. 2021
Cybernetics Lab @ RWTH
• Proposed and statistically analysed 2 novel 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
- Software Engineer** Jun. 2018 – Mar. 2019
CureMD Healthcare
• Worked in front-end development and maintenance of the appointment management module of the *CureMD* cloud-based solution
• Implemented a core module on auditable events and tamper proofing, highly praised by an external certification team
- Research Intern** Sep. 2017 – May 2018
Speech and Language Technology Research Group @ NUST
• Configured and tested predictive models based on clinical data to accurately diagnose patients with Type 2 diabetes
• Visualized comprehensive analytics of the clinical data to identify trends and insights

SKILLS

- Product Management:** Market Research, Sprint and Backlog Management, Stakeholder Management, Roadmapping, Prioritization
- Product Stack:** Agile (Scrum, Kanban), Jira, Confluence, Salesforce, Dynamics 365, Monday.com, Miro, Figma
- Product Analytics:** PowerBI, Tableau, Excel, Celonis, Jupyter, Time Series Analysis, A/B Testing
- Data Stack:** Python (Pandas, Seaborn, Scikit-learn), SQL, PQL, RapidMiner, SPSS

EDUCATION

- RWTH Aachen University** Aachen, Germany
M.Sc. Data Science
2019 – 2022
- National University of Sciences & Technology (NUST)** Islamabad, Pakistan
B.Eng. Software Engineering
2014 – 2018

CERTIFICATIONS

- Product-led Certification by Pendo
- Product-Led Growth Micro-Certification (PLGM)[™] by Product School
- Product Analytics Micro-Certification (PAC)[™] by Product School
- Become a Product Manager by LinkedIn

PROJECTS

- Investigating Quality Attributes and Best Practices of Microservices Architectures (MS Thesis)** Apr. 2022 – Nov. 2022
• Created a structured catalogue of 239 design guidelines that are used for constructing Microservices Architectures
• Proposed a Quality Model which structures and explains 70 quality characteristics that are relevant to Microservices Architectures
- 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

LANGUAGES

- English:** Business Fluent
- German:** Intermediate Proficiency