

Faizan Zafar

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A customer-focused tech professional seeking a full-time role, passionate about interpreting and realizing customer needs, and working across functions of product and business, having 2+ years of experience across the high-tech service industry.

EXPERIENCE

Product Manager (Working Student)

May. 2022 – Dec. 2022

NavVis

Munich, Germany

- 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 product engagement of *NavVis Reality Capture* products
- Revamped the CRM Product Catalog containing 1000+ listings to boost sales efficiency

Product Manager (Trainee)

Mar. 2021 – Apr 2022

Celonis

Munich, Germany

- Conceptualized feature specifications, gathered requirements, wrote user stories, and managed sprints for developing *Celonis EMS*
- Resolved customers' issues with *Celonis EMS*, decreasing average resolution time by 21% and improving customer satisfaction score
- 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

Aachen, Germany

- 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

Lahore, Pakistan

- 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

Islamabad, Pakistan

- Developed and tested predictive models based on clinical data to accurately diagnose patients with Type 2 diabetes
- Visualized comprehensive analytics from the clinical data to identify trends and insights

Software Developer (Intern)

Jul. 2017 – Sep. 2017

Centre for Economic Research in Pakistan

Lahore, Pakistan

- Built a prototype of a Management Information System (MIS) to digitize operations and processes in low-cost private schools
- Gathered and documented the functional requirements and technical specifications of the MIS

EDUCATION

RWTH Aachen University

Aachen, Germany

M.Sc. Data Science

2019 – Nov. 2022

National University of Sciences & Technology (NUST)

Islamabad, Pakistan

B.Eng. Software Engineering

2014 – 2018

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

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 an organized 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 (Learning B1 level)