# Faizan Zafar

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## WORK EXPERIENCE

**Associate Program Manager**                                                    May. 2022 – Present
*NavVis*                                                                                  *Munich, DE*
- Working in program management with the Reality Capture squad

**Junior Product Manager**                                                       Mar. 2021 – Apr 2022
*Celonis*                                                                                 *Munich, DE*
- 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

**Graduate Research Assistant**                                                  Oct. 2019 – Mar. 2021
*Cybernetics Lab @ RWTH*                                                                   *Aachen, DE*
- 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

**Associate Software Engineer**                                                  Sep. 2018 – Mar. 2019
*CureMD Healthcare*                                                                        *Lahore, PK*
- 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

**Research Intern**                                                              Sep. 2017 – May 2018
*Speech and Language Technology Research Group @ NUST*                                 *Islamabad, PK*
- Implemented predictive modelling techniques on clinical data of patients exhibiting diabetes symptoms
- Produced visualizations for analytics derived from the *PIMA* dataset

**Software Developer Intern**                                                    Jul. 2017 – Sep. 2017
*Centre for Economic Research in Pakistan*                                                 *Lahore, PK*
- Developed a prototype of a Management Information System (MIS) targeted for low-cost private schools
- Documented functional requirements and specifications of the MIS

## EDUCATION

**RWTH Aachen University**                                                                 Aachen, DE
*M.Sc. Data Science (major: Business Analytics)*                                     *Apr. 2019 – Nov. 2022*

**National University of Sciences & Technology (NUST)**                                 Islamabad, PK
*B.Eng. Software Engineering*                                                         *Sep. 2014 – Jun 2018*

## PROJECTS

**Investigating Quality Attributes and Best Practices of Microservices Architectures**    May. 2022 – Nov. 2022
- Master Thesis project

**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

**Removing Implicit Places Using Regions for Process Discovery** | *PM4Py, ProM*          Oct. 2020 – Feb. 2021
- Prepared a term paper and presented my findings on the topic

**Predictive Analytics in Healthcare for Diabetes Prediction** | *Scikit-learn, TensorFlow*    Sep. 2017 – May. 2018
- Developed an application which computes the probability of the onset of diabetes in an individual based on their clinical data

## TECHNICAL SKILLS

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|---|---|
| **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 |

## 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

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|---|---|
| **English**: | C2 – Advanced Proficiency |
| **German**: | A2 – Intermediate Proficiency |
| **Urdu/Hindi**: | Native |