

Faizan Zafar

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I am a customer-centric product professional with a strong bias for action, dedicated to identifying and fulfilling customer needs, possessing 3+ years of experience in the SaaS industry, with a proven track record of effectively collaborating across product and business functions to deliver impactful and value-driven solutions.

EXPERIENCE

Product Manager

Apr. 2023 – Present

ATOSS Software

Munich, Germany

- Working as a Product Manager for the *ATOSS Staff Efficiency Suite* (ASES).

Product Manager

May. 2022 – Mar. 2023

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 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

Munich, Germany

- Conceptualized feature specifications, gathered requirements, wrote user stories, and managed sprints for developing *Celonis EMS*
- Resolved customers' issues with *Celonis EMS*, decreasing issue 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

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

KEY SKILLS

Product Management: Agile, Market Research, Backlog Management, Discovery, Prioritization, Roadmapping
Product Stack: Jira, Confluence, Salesforce, Dynamics 365, Asana, Miro, Figma
Product Analytics: PowerBI, Tableau, Excel, Celonis, Jupyter, Time Series Analysis, A/B Testing
Business Analysis: 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

Professional Scrum Product Owner™ I (PSPO I)
Product Discovery Micro-Certification

PROJECTS

Investigating Quality Attributes and Best Practices of Microservices Architectures (MS Thesis) May. 2022 – Nov. 2022

- Created a structured catalog of 239 design guidelines and proposed a quality model outlining 70 quality characteristics, both aimed at supporting the construction of Microservices Architectures.

LANGUAGES

English: Business Fluent
German: Intermediate Proficiency