# Faizan Zafar

+49(0)1787302086 • faizanzafar40@gmail.com • linkedin.com/in/faizanzafar40 • 81927 Munich

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 |
| **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

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 |