

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 4+ 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

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|---|---|
| Product Manager
<i>ATOSS Software</i> | Apr. 2023 – Present
<i>Munich, Germany</i> |
| <ul style="list-style-type: none">Working as a Product Manager for the <i>ATOSS Staff Efficiency Suite (ASES)</i>. | |
| Product Manager
<i>NavVis</i> | May. 2022 – Mar. 2023
<i>Munich, Germany</i> |
| <ul style="list-style-type: none">Led a beta program for <i>NavVis Enterprise Cloud Processing</i> and <i>Person Blurring</i> features with 5 enterprise customersVisualised and monitored 8 vital metrics to measure the product engagement of <i>NavVis Reality Capture</i> productsRevamped the CRM Product Catalog containing 1000+ listings in order to boost sales efficiency | |
| Product Manager
<i>Celonis</i> | Mar. 2021 – Apr 2022
<i>Munich, Germany</i> |
| <ul style="list-style-type: none">Conceptualized feature specifications, gathered requirements, wrote user stories, and managed sprints for developing <i>Celonis EMS</i>Resolved customers' issues with <i>Celonis EMS</i>, decreasing issue resolution time by 21% and improving overall customer satisfactionDrove customers' migration from on-prem to cloud platform, increasing daily active users by 18% | |
| Graduate Student Researcher
<i>Cybernetics Lab @ RWTH</i> | Oct. 2019 – Mar. 2021
<i>Aachen, Germany</i> |
| <ul style="list-style-type: none">Proposed and statistically analysed 2 novel technology acceptance frameworks in the contexts of e-commerce and care workDesigned fine-grained classification and clustering models on e-commerce and healthcare data | |

KEY SKILLS

Product Expertise: Agile, Market Research, Backlog Management, Discovery, Prioritization, Roadmapping

Product Stack: Jira, Jira Product Discovery, Confluence, Claude Code, Figma, Salesforce, Dynamics 365, Asana, Miro

EDUCATION

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| RWTH Aachen University
<i>M.Sc. Data Science</i> | Aachen, Germany
2019 – 2022 |
| National University of Sciences & Technology (NUST)
<i>B.Eng. Software Engineering</i> | Islamabad, Pakistan
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