

Christof Gernhardt

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Ex-Miro, Doctolib, Booking.com Expert in cross-functional SaaS delivery and customer journey optimization.

Core Skills & Methods

Product: Agile (Scrum), Roadmapping, MVP Definition, Backlog Prioritization, User Story Writing, Stakeholder Management

Data & Analytics: Advanced Excel (Pivot Tables), Cohort Analysis, KPI Dashboards, Insights Extraction, Competitor Benchmarking

Collaboration: Jira, Confluence, Miro, Asana, Google Workspace, MS Office, Slack

Methods: Customer Journey Mapping, CAR Storytelling, Lean Product Development

Education & Certifications

[CareerFoundry](#)

Product Management & Data Insights(Full-Time)
01/2025 - 08/2025

Focus: User Research, MVP Definition, Agile Roadmapping, Stakeholder Management, Data-Driven Decision Making

[HTW Berlin](#)

International Business Studies (B) at HTW Berlin 2012 - 2014

[IHK Berlin](#)

Graduated
Event Manager 01/2010

Professional Summary

Product Manager with a strong SaaS background and proven ability to deliver user-centric solutions through data-driven decision-making and agile methodologies. Experienced in optimizing workflows, scaling onboarding, and collaborating cross-functionally with engineering, product, and stakeholders to ship impactful features. Skilled in communication, stakeholder management, and user research, with recent certification in Product Management & Data Insights.

Experience

[Miro](#) | Associate Manager, Engineering Excellence

02/2023 – 12/2024

- **Defined and iteratively improved** an MVP for an internal engineering onboarding platform, boosting new hire productivity by 20% and reducing ramp-up time by 30% across 5 countries.
- **Analyzed** platform usage data and user feedback to prioritize backlog updates, resulting in a 15% increase in feature adoption.
- **Aligned** cross-functional stakeholders from Engineering, L&D, and Product to integrate onboarding improvements with delivery timelines.
- **Secured** stakeholder buy-in for user-centric enhancements through data-backed proposals.

[Miro](#) | Project Associate, Engineering Excellence

11/2021 – 01/2023

- **Designed and deployed** technical competency rubrics and interview guides, improving hiring consistency for technical roles.

Languages

German – Native
English – C2 Proficiency

Licenses

- Drivers License AM/B/L

- **Built and scaled** the “Interview Training for Engineers” program, boosting hiring quality and recruiter–manager alignment.
- **Reviewed and analyzed** 1,000+ interview scorecards to identify gaps, informing recruitment process updates.
- **Facilitated** engineering interview guilds to gather insights and drive tool/process improvements.

[Doctolib](#) | Product Support Team Lead

07/2020 – 10/2021

- **Scaled** Product Support from 7 to 38 agents, aligning operations with evolving SaaS features and growth objectives.
- **Designed and implemented** a knowledge base, reducing agent onboarding time and increasing resolution speed.
- **Analyzed** support ticket data to identify recurring issues, collaborating with PMs to reduce ticket volume by 30% via product enhancements.

[Booking.com](#) | Recruitment Coordinator & CS Senior Specialist

12/2019 – 07/2020 (*Coordinator & Recruiter*)

06/2016 – 12/2019 (*CS Specialist*)

- **Managed** 99 end-to-end hires across Berlin and Cambridge, improving candidate experience and cultural fit through proactive onboarding and stakeholder coordination.
- **Planned and executed** assessment centers, scheduled interviews, managed logistics, and collaborated with hiring managers to streamline evaluation processes.
- **Streamlined and optimized** ATS workflows (Greenhouse) and the recruitment team’s Google Drive, reducing time-to-hire by 15% and improving record-keeping and cross-team communication.
- **Resolved** high-risk, high-value customer escalations, preventing potential revenue loss and sharing insights with Product teams to drive feature and policy improvements.
- **Coached and mentored** front-line agents and account managers, enhancing service quality and team performance.
- **Onboarded** new team members and provided temporary team lead coverage, ensuring uninterrupted operations during staffing transitions.