

Christof Gernhardt

ADDRESS

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[LinkedIn](#)

on a constant journey to create inclusive, collaborative, and engaging environments that deliver impactful solutions and foster high-performing teams.

PERSONAL PROFILE

Fast, responsive, with a natural can-do attitude.

Fast learner and strategic thinker

I quickly grasp new concepts and apply them to drive impactful decisions and solutions. I am **data-driven**, leveraging insights to identify trends, optimize processes, and deliver measurable improvements.

Leadership

Skilled in **leading cross-functional teams**, I collaborate with diverse stakeholders to achieve business goals while fostering **inclusive, high-performing environments** where all team members feel valued and empowered.

Problem-Solving

Strong focus on **problem-solving**, I deliver innovative solutions that enhance business performance and team productivity. My **exceptional attention to detail** ensures high-quality outcomes, minimizing errors and optimizing complex projects.

EXPERIENCE

Miro

Associate Manager (Engineering Excellence) 02/2023 - present

- Led the design, development, and delivery of multiple software engineering onboarding and learning programs.
- Continuously assessed and iterated programs using diverse data sources.
- Planned, executed, and delivered projects that met or exceeded expectations.
- Coordinated international project teams, effectively bridging cultural differences.
- Built a trusted network to enhance influence and drive project success.

Project Associate (Engineering Excellence) 11/2021 - 01/2023

- Developed and led "Interview Training for Engineers."
- Created competency rubrics for Live Coding & System Design interviews.
- Redesigned technical scorecards to align with best practices and newly created competency rubrics.
- Established engineering interview guilds
- Streamlined process to update the technical interview question catalog continuously.

Doctolib GmbH

Product Support Team Lead 07/2020 - 10/2021

- Managed teams, stakeholders, and projects.
- Built Google Drive resources for PS Leadership and team.
- Built a Knowledge Base (Google Pages) for the team.
- Improved and optimized processes.
- Led hiring to expand the product support team from 7 to 38 agents across three levels and four teams.
- Establishment of a Senior and Learning & Development team.

TOOLS

- Atlassian Jira & Confluence
- Greenhouse (ATS)
- Workday
- G Suite / Google Pages
- Microsoft Office
- Asana
- Slack

LANGUAGES

- Native German Speaker
- Proficient English Speaker (C2)
- Excellent verbal and written communication skills

LICENSES

- Drivers License AM/B/L

EDUCATION

HTW Berlin

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

IHK Berlin

Graduated
Event Manager 01/2010

Kurt-Tucholsky-Oberschule

Graduated
Fachhochschulreife 12/2004

Booking.com

Recruitment Coordinator for the Berlin & Cambridge offices 12/2019 - 07/2020

- Served as onboarding specialist and main contact for candidates, new hires, and stakeholders, supporting 99 hires in Cambridge & Berlin.
- Planned assessment centers, scheduled interviews, managed room bookings, coordinated with hiring managers and recruiters.
- Spearheaded the optimization of the recruitment team's Google Drive & ATS to improve record keeping and communication.
- Upskilled to Recruiter and Sourcer, to support the team.

CS Senior Specialist 06/2016 - 12/2019

- Provided daily management support to agents and account managers through coaching, mentoring, and advisor guidance.
- Managed high-risk, high-value cases affecting numerous customers.
- Onboarded new team members and provided temporary team lead coverage.

Customer Service Specialist 03/2015 - 06/2016

- Managed guest and accommodation requests, delivering high-level customer service and consistently exceeding KPIs.
- Supported and coached new joiners and team members.

core momentum Bildungsmanufaktur

Marketing and Business lecturer 05/2014 - 02/2015

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Event Manager and Management Assistant 07/2010 - 12/2011

- Incoming agency for B2B and B2C events including travel and accommodation for groups up to 500 people.
- Organized events for Ernst & Young, ThyssenKrupp and Biennale.
- Reviewing applications, organizing and scheduling interviews.

KAE London | England

Marketing Research Consultant 03/2010 - 07/2010

art:berlin

Apprenticeship / Event Management 09/2007 - 02/2010

Quartiersmanagement Wassertorplatz

Event Manager 02/2007 - 08/2007

Athens Area Habitat for Humanity | USA

Volunteer 01/2006 - 02/2007

