



MANIKANDAN GOPAL

Business Development Manager

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Berlin, DE

EDUCATION

**Bachelor of Engineering
Technology -Civil Engineering**

KCG College of Technology

05/2015 – 04/2019

**Master of Business
Administration**

**International University of Applied
Science |**

10/2022 – 03/2024

EXPERTISE

- Business Development
- Strategy Development
- CRM Management
- Sales Strategy Development
- Market Research & Analysis
- Google Analytics
- CRM Tools

LANGUAGE

English - C2

German - B1

Tamil - native

ABOUT ME

A highly motivated Business Development and Sales professional with 3 years of experience in building partnerships, driving revenue growth, and optimizing market strategies. Fluent in English with intermediate German proficiency, excelling in market analysis, key account management, and customer service. Proven ability to handle cross-functional collaboration, customer relations, and project management, with a track record of achieving significant revenue increases.

WORK EXPERIENCE

● 05/2024 – Present

Café am Neuen See — Berlin, DE |

| Ticket Sales and Operations Assistant

- Responsible for boat ticket sales and providing exceptional customer service, ensuring a positive customer experience in one of Berlin's busiest café settings.
- Handled the full scope of operational tasks, from sales transactions to addressing customer inquiries, contributing to overall operational success.
- Strengthened my ability to multitask in a high-volume environment, managing various duties efficiently while maintaining customer satisfaction.

○ 11/2023 – 06/2024

Picnic — Berlin, DE

Warehouse Assistant

- Supported operational logistics by managing inventory, organizing stock, and fulfilling orders with high accuracy and attention to detail.
- Collaborated with cross-functional teams to ensure smooth order processing and on-time delivery, contributing to overall customer satisfaction.
- Gained insights into operational efficiency and logistics, providing a strong foundation for managing partnerships in a fast-paced, growth-oriented environment.

○ 12/2019 – 01/2023

Worldtripco — Chennai, India

Sales and Marketing Manager

- Led business development initiatives to establish and expand key partnerships, resulting in a 30% increase in revenue.
- Managed sales and marketing strategies for domestic and international markets, with a focus on developing long-term relationships with key accounts.
- Conducted comprehensive market and competitor analysis to develop targeted campaigns that capitalized on market trends and customer needs.
- Worked closely with cross-functional teams to ensure seamless execution of marketing campaigns, improving customer engagement and sales performance by 20%.
- Developed and implemented CRM strategies for tracking client interactions and sales progress, increasing efficiency in account management.