

CARO HEIL

Processes • People • Metrics

CONTACT



10179 Berlin



caro.line.heil@outlook.de



<https://www.linkedin.com/in/caroheil/>

EDUCATION

MASTER OF ARTS

Hochschule München
München
Tourism Management
Final grade 1.6
2010 - 2012

BACHELOR OF ARTS

Accadis Business School
Bad Homburg
International Business Administration
Final grade 1.9
2006 - 2009

VALUES

PRAGMATISM
EFFICIENCY
OPENNESS
EMPOWERMENT
JOY

EXPERIENCE

INTERIM LEAD // SPARRING PARTNER // SPEAKER // FOUNDER

UNFINISHED BUSINESS CO. | hashtagunfinished.de | 01/2025 – today | BERLIN

Unfinished Business Co. is a consultancy studio working with startups and scale-ups through growth and transformation. It focuses on operational excellence, team alignment and execution. The studio brings a strong bias for pragmatic solutions – not just smart on paper, but usable, actionable and built for everyday work.

- Advising C-level and leadership teams on strategic and operational challenges
- Taking on interim leadership roles to stabilize teams, build clarity, and enable execution
- Sparring and coaching for emerging leaders navigating new responsibilities and team dynamics
- Designing and implementing cross-functional structures, decision-making processes, and priorities
- Identifying and resolving organizational bottlenecks between vision and execution
- Moderating conflict resolution formats, retrospectives, and team alignment sessions
- Facilitating strategic workshops and realignment processes

MANAGER // TEAM LEADERSHIP // CUSTOMER DEVELOPMENT

EXXETA AG | exxeta.com | 04/2023 – 12/2024 | MUNICH, BERLIN

Exxeta is a company that challenges the traditional concept of consulting and technology. Digital services fuelled by passion and new perspectives are designed to create added value. The company focuses on the areas of mobility, energy, financial services and public institutions.

- Development, maintenance, and continuous enhancement of long-term and strategic customer relationships
- Responsibility for managing and steering strategically important customer projects, achieving revenue targets and identifying new business opportunities
- Overseeing nearshore collaboration, ensuring quality, efficiency, and customer satisfaction through suitable processes and structures
- Collaboration with internal departments (e.g. sales and technical teams) in the preparation and handling of tenders
- Establishment and further development of the regional presence at the Exxeta offices in Berlin and Munich
- Execution of active sourcing activities to recruit qualified professionals for the development of a new team
- Development and optimization of cross-location team structures and processes to create an efficient and successful working environment

L A N G U A G E S

GERMAN Mother tongue**ENGLISH** C2**SPANISH** B2T R A V E L S
(m o s t f o r m a t i v e)**SRI LANKA** 02/2023 – 03/2023**INDIA** 01/2014 + 01/2020**PERU** 09/2014 – 08/2015**SOUTH AMERIKA** 01/2012 – 06/2012B O O K S
(g l a d l y r e a d)**ALL TITLES OF** GUILLAUME MUSSO**UND ALLE SO STILL** MAREIKE

FALLWICKL

DAS HAUS DER FRAUEN LAETITIA

COLOMBANI

SHANTARAM GREGORY DAVID

ROBERTS

P O D C A S T S
(f a v o r i t e s)**WAS JETZT?** ZEIT ONLINE**MORNING BRIEFING** HANDELS-

BLATT

RADICAL CANDOR KIM SCOTT**HOW TO OWN THE ROOM** VIV

GROSKOP

SCHNELLER SCHLAU PME X P E R I E N C E
(c o n t i n u e d)**HEAD OF IMPLEMENTATION DACH**

PARCELLAB GMBH | parcellab.com | 09/2021 – 12/2022 | MUNICH

parcelLab (Series C) is one of the leading providers of Software as a Service (SaaS) solutions for customer communication in e-commerce. The company supports its customers internationally in creating an outstanding customer experience.

- Team leadership and development of up to 9 employees
- Continuous analysis and optimization of strategic and operational team alignment based on rapid company growth
- Creation of job advertisements, conducting application and recruitment interviews
- Designing and conducting performance framework and reviews with employees
- Introduction and monitoring of team KPIs and reporting
- Conception of an agile project methodology and introduction of a project management tool
- Conception and introduction of agile team structures
- Collaboration with management and operational colleagues from sales, product and development departments
- Introduction and training of a tool for company-wide knowledge documentation

TEAMLEAD TECHNICAL ACCOUNT MANAGEMENT

PARCELLAB GMBH | parcellab.com | 02/2020 – 08/2021 | MUNICH

- Set up and management of the technical account management team
- Contentual and technical support of new customers in parcelLab services
- Further development of the parcelLab solution
- Establishment of processes, team and structures in the given area of responsibility
- Participation in trade fairs, customer visits, sales support (especially with technical questions/onboarding of customers)
- Support of business activities in other business units

PRODUCT OWNER WEB SHOP

BIRKENSTOCK DIGITAL GMBH | birkenstock.com | 11/2017 – 11/2019 | MUNICH

PRODUCT OWNER

SINNERSCHRADER DEUTSCHLAND GMBH | sinnerschrader.com | 11/2015 – 09/2017 | MUNICH

PROJECT COORDINATOR

VISOZIAL E.V. | vsocialfoundation.org | 09/2014 – 08/2015 | AREQUIPA, PERU

BUSINESS ANALYST

INTERHYP AG | interhyp.de | 10/2012 – 05/2014 | MUNICH