

Philippe HENOCH

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Professional summary

Technical solutions manager with 6+ years of experience supporting enterprise SaaS customers across Europe and APAC. Expertise in technical consulting, pre-sales, JavaScript development, API integrations, and customer enablement. Supported 600+ customers, including Cartier, Crypto.com, Bandai, Disneyland Paris, and Samsonite, and built AI-powered tools that improved efficiency and knowledge sharing across teams.

Work experience

May 2023 TO PRESENT

ABTasty - Paris, France & Singapore - Technical solutions manager

- Relocated to Singapore to support AB Tasty's growth across APAC, becoming the only technical team member based in the region.
- Delivered technical solutions for 600+ enterprise customers, including Cartier, Crypto.com, Bandai, Disneyland Paris, and Samsonite, supporting implementation, adoption, and complex integrations.
- Supported pre-sales activities through technical discovery, demos, and POCs, while acting as the technical reference for Sales, Customer Success, partners, and customers across APAC.
- Developed AI-powered internal tools, including a campaign estimation model (75% accuracy) and a Slack assistant integrated with OpenAI, Zendesk, and internal documentation.

JULY 2020 TO APRIL 2023

ABTasty - Paris, France - Technical support engineer

- Implemented 600+ A/B tests and personalization campaigns impacting more than 115 million visitors.
- Served as the primary technical point of contact for Customer Success and Support teams.
- Managed complex implementation challenges and customer escalations.
- Mentored team members and contributed to internal tooling and process improvements.

JUNE 2023 TO PRESENT

Openclassrooms - Remote - Mentor & Evaluator

- Conducted 260+ mentoring sessions and completed 110+ project evaluations.
- Guided students through front-end development, project delivery, and career preparation.

Education

SEPTEMBER 2016 TO DECEMBER 2019

HETIC - Expert en ingénierie et management de la communication numérique

SEPTEMBER 2014 TO JUNE 2016

Université Gustave Eiffel - DUT Métiers du Multimédia et de l'Internet

Languages

- French (Native)
- English (Fluent)

Skills

- Technical Consulting
- Pre-Sales
- Solution Design
- Customer Success
- Stakeholder Management
- JavaScript
- REST APIs
- AWS
- AI Automation
- OpenAI API
- Technical Training
- Experimentation & Personalization
- Node.js