

Mbacké BABOU

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SUMMARY

Technical account manager with 2 years of B2B SaaS following 3 years of software consulting experience at Crédit Mutuel. Revived a stalled regulatory reporting transformation adopted by 3,600+ branch directors and managed technical relationship across 4 enterprise clients. Shifting into strategy consulting to bring technology transformation and stakeholder management to tech-sector operational & business challenges.

EDUCATION

HEC PARIS, France

2026 - 2027

Master of Business Administration - MBA Class of 2028

HEC Foundation Excellence Scholarship recipient; Leadership Fellows Program; Academic Representative.

Sorbonne University, France

2015 - 2020

MSc, Intelligent Systems Engineering - Software Engineering Focus

6 months Internship: built an end-to-end interface for real-time robotic control and designed software and system architectures.

PROFESSIONAL EXPERIENCE

IVALUA, Massy, France

Dec 2024 - Aug 2026

Global procurement & spend management SaaS. Revenue: \$150M. 1,000 employees

Customer Support Engineer/ Customer Success & Support Department

- Managed technical relationships with 4 enterprise clients representing €2M in annual revenue, maintaining 95% client satisfaction.
- Unblocked team's most complex client account upgrade, resolving 34 blocking issues and enabling upgrade delivery.
- Coordinated teams in France and India to resolve client incidents, at 100% of agreed service targets.
- Cut team's high severity incidents by 50% by prioritizing escalations and identifying recurring patterns.

ABYLTSEN, Nancy, France

Nov 2021 - Aug 2024

Engineering consultancy. Revenue: \$180M. 2,400 employees. Client: Crédit Mutuel (Euro-Information)

Software Consultant/ Research & Development Department

- Transformed manual and legacy-system reporting processes into a self-service internal dashboard used by 3,600+ branch directors, reducing reporting load time by 80%.
- Relaunched a regulatory reporting project stalled for 2 years, delivering its first live release of modules business owners prioritized first in 6 months.
- Delivered 9 releases in 3 years without missing a deadline, agreeing priorities with business owners.
- Mentored 2 junior developers and established quality standards.

LEADERSHIP & ACTIVITIES

- **Event Director:** Organized community association annual gathering (1,000+ guests), coordinated a €95K budget and led 100+ volunteers across logistics, programming and finance.
- **App builder:** Built a member directory and task management app using SQL and AI tools replacing WhatsApp and Excel, adopted by 300 members.
- **Photoshop Instructor:** Tutored an 8-week hands-on curriculum, coaching 3 cohorts of 5-10 learners.

SKILLS & INTERESTS

- **Languages:** French (Native), Wolof (Native), English (Fluent, C1), Arabic (Beginner).
- **Technical:** SQL (advanced), Python, Excel (advanced), Claude (AI coding).
- **Certifications:** McKinsey Forward (McKinsey & Company, 2026), Project Management (CELSA, 2021).
- **Interests:** Formula 1, Equestrian sports (Galop 2, 2 years), HEC MBA Football captain (2026).