

## Contact

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## Top Skills

Technology Leadership  
Administration  
Customer Support

# Mattias Axell

Helping you access, organize and secure everything important to you with EntryScape @MetaSolutions / Handlingar.se @Open Knowledge Sweden  
Stockholm, Stockholm County, Sweden

## Summary

I have been developing products, services and organizations since my first work experience in 2007 throughout a multiplicity of different roles. As a contributor to processes, organizations and initiatives I contribute with a developmental mindset and point of entry. I strive to embed Regenerative Thinking in all my work and engagement. With this I hope to make a dent in the Universe.

My passion is to work with redesigning and impacting different sorts of systems to make regenerative development possible. I wish to contribute to solutions which combine the development of technical, human, social and thinking capacity. I believe that the only limit to solving problems and challenges are our thinking and ways of approaching them. My aims are to create healthier, holistic, regenerative systems in order to grow and expand life and consciousness. Want to contact me? Send me a direct message or visit my web.

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## Experience

### MetaSolutions AB

5 years 11 months

#### Head of Customer Experience

April 2023 - Present (2 years 11 months)

Sweden

#### Customer Success Manager

April 2020 - April 2023 (3 years 1 month)

Stockholm, Stockholm County, Sweden

I have had the privilege of working at MetaSolutions AB for the past 3 years, a company that specializes in developing EntryScape, an open-source software for information management. During my time here, I have held two roles Customer Success Manager and Head of Education and Strategic Advising:

#### Customer Success Manager

- Responsible for building long-term relationships with customers and ensuring they get the most out of EntryScape.
- Supported customers with onboarding, training, and troubleshooting.
- Identified and implemented product improvements based on customer feedback.

#### Head of Education and Strategic Advising

- Led the team responsible for creating training materials and programs for EntryScape.
- Provided strategic advice to customers on how they can use EntryScape to achieve their goals.
- Spoke at conferences and events about EntryScape and its benefits.

#### My accomplishments:

- Increased customer satisfaction by two-digits during my time as Customer Success Manager.
- Developed and launched a new training program that has led to a 30% increase in EntryScape usage.
- Helped customers achieve significant business improvements by using EntryScape.

In addition to my experience with EntryScape, I also consulted customers with expertise in the areas of metadata management, information modeling, and enterprise architecture. I leveraged this knowledge to help organizations learn and optimize their information systems and achieve their business goals.

I am a passionate and driven individual with a strong desire to help others succeed. I have a deep understanding of EntryScape and its features, and I can effectively communicate this knowledge to others. I am also a skilled strategist and problem solver.

I am happy solving challenges in Customer Success or Education and Strategic Advising within the SaaS, Hybrid and On-Prem industries.

#### Handlingar.se

##### Chief Technology Officer

October 2018 - Present (7 years 5 months)

## Sweden

At Handlingar.se, I work to be the technical leader that connects technology with user benefits and brings together technology with non-profit forces.

Contact me to talk about technical possibilities for handling public documents, diaries, e-diaries and disclosure. Whether you are an authority and publisher or a user and enquirer, I welcome your contact!

Through Handlingar.se, you can easily obtain public documents from authorities that you can use to improve and innovate your business - whether you are a company, authority, association, researcher, researcher or newsroom.

Handlingar.se reduces the cost per handling of public documents - and increases quality. Authorities and citizens have a great need for better and more cost-effective handling of public documents. The paper-based principle of public access and the right to transparency costs authorities and all of us as taxpayers an enormous amount of time and money - completely unnecessarily. We offer the future's streamlined management of questions and answers about public documents through an open central platform with the possibility of integrations. It has never been this easy to release public documents in the public sector - for the benefit of society. Handlingar.se saves time and money for the authority, the user and builds collective societal intelligence. We make Sweden smarter. When more and more questions and more and more information are published on the platform, the pressure on the authorities decreases. This increases the benefit and value for both the authority and the taxpayer. Our competitors are concepts such as unnecessary secrecy, wasted tax money and actors who request and lock up public documents and put a price on them. Public documents need to become public utility and societal value. Cheaper for the authority and ultimately you as a taxpayer.

For your and everyone's right to know!

## INSIGO

Co-Founder

February 2023 - Present (3 years 1 month)

## Väddö Folkhögskola

Professional Educator

August 2019 - June 2022 (2 years 11 months)

Stockholm County, Sweden

Educating people aspiring to learn social entrepreneurship, developmental thinking, process work and change processes.

### The Pepper Quest

Chief Technology Officer

January 2020 - December 2020 (1 year)

Stockholm, Stockholm County, Sweden

### Datatrion AB

Product Developer

June 2019 - December 2019 (7 months)

Stockholm, Sweden

### Digidem Lab

Project Manager

October 2018 - June 2019 (9 months)

Gothenburg, Vastra Gotaland County, Sweden

### Tarvalley

Producer

June 2017 - June 2018 (1 year 1 month)

Skelleftea, Sweden

Producer and project lead for 3D, 2D, AR, VR and visualization projects with various clients.

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## Education

### KAOSPILOT

Bachelor's degree (B.Sc.) Social Entrepreneurship, Innovation, Project Management, Business Administration and Management, General · (August 2013 - June 2016)