



## Alexander Nordvall

### Founder & Consultant

Northwall Consulting LLC  
6160 Warren Pkwy, Frisco, TX 75034, USA



With a successful career built on challenging myself to grow and gain new experiences, I am eager to use my expertise to help companies reach their goals. Drawing from more than ten years of experience in sales, customer dialogue, and business intelligence, I understand the importance of data-driven decision-making and how it can contribute valuable insights.

My primary focus is understanding my customers' needs and requirements to provide them with actionable insights to inform their decision-making!

## Highlighted Experience

Jan 2023 - Current

Feb 2022 - June 2023

Northwall Consulting, Frisco, Texas, USA  
Founder & Consultant

As the founder of Northwall Consulting, my goal is to build a network of skilled professionals. Together, we assist clients across industries, striving to achieve collective success.

B3 Commit , Örebro, Sweden  
Business Intelligence Consultant

As a Business Intelligence Consultant, I provide organizations with the insights they need to make data-driven decisions. This involves working with large amounts of data to identify patterns, trends, and insights to help businesses optimize their operations and achieve their strategic goals.

## Promoted Skills

- Business Intelligence Development
- Business Analysis
- Web Development
- Social Media Development
- E-commerce
- Data Handling
- Data Reporting
- Data visualization

## Experienced Tools

- Power BI
- Looker Studio
- Google Analytics
- Website builders
- SEO
- Web/SoMe Marketing

## Recent Certifications

- 2022  
Microsoft Certified: Power BI Data Analyst Associate
- 2022  
Google Data Analytics Certificate
- 2023  
Google Analytics Certification
- 2023  
Google SEO Fundamentals

## Education

2008-2011  
**School:** Thoren Business School  
**Education:** Nature Science Program, with a focusing on organization and leadership.



# Work Experience

Jan 2023 - Current Founder & Consultant

Northwall Consulting, Frisco, Texas, USA

**My main goal in establishing Northwall Consulting is to create a network of skilled professionals who can support a wide range of businesses.** Drawing from my experience in Sales, Customer Support, Data, and Analytics, I emphasize the significance of data for business growth. At Northwall, we offer assistance to businesses dealing with challenges.

**I strongly believe in the strength of networks.** When skilled professionals collaborate, they can provide substantial support to our clients. This enables us to create customized plans for different businesses.

**My expertise in Business intelligence, Data Analysis, Website Building, and enhancing online visibility is what I'm bringing to create value for my clients.** At Northwall Consulting, we put skills to work, I'm delivering clear data and captivating visuals, assisting with online presence, and enhancing SEO.

**Northwall Consulting truly mirrors my commitment to making positive changes.** By linking professionals and businesses, we all thrive. We're reshaping how consulting and staffing function, making things easier for everyone involved. Together, we face challenges confidently and achieve remarkable successes across different industries.

Feb 2022 - Jul 2023 Business Intelligence Consultant

B3 Commit , Örebro, Sweden

**As a Business Intelligence Consultant, I specialize in transforming organizations through data-driven insights to optimize operations and strategic decision-making.**

My role involves close collaboration with stakeholders to identify and implement data-driven solutions that bring substantial value to their operations. My expertise is centered around analyzing extensive datasets using tools such as SQL, Excel, and BI software. This analytical approach allows me to uncover valuable trends and insights that contribute to informed decision-making.

**Creating impactful data visualizations is a key aspect of my skill set, enabling easy comprehension and actionable insights for stakeholders.** This visualization process empowers decision-makers to grasp complex information and make strategic choices confidently.

**In addition to analysis and visualization, I excel in developing and implementing tailored BI solutions.** I manage tasks, including data warehousing, ETL processes, and the establishment of reporting tools. This comprehensive approach ensures that organizations have access to structured and reliable data that supports their business objectives.

**Empowering stakeholders through training and support is a crucial part of my role.** I am dedicated to equipping teams with the skills to leverage BI solutions effectively. This hands-on approach ensures stakeholders can confidently use data insights to drive decision-making and business growth.

**Ultimately, my mission was to elevate data into a strategic asset that drives business growth and enhances overall performance.** By integrating data-driven insights into an organization's decision-making processes, I contribute to improved efficiency, effectiveness, and success.



May 2020 - Feb 2022 Business Development & Sales

Stockholm, Sweden

**In my business development role, I significantly contributed to growth by identifying opportunities and nurturing relationships in the market.**

**I actively took part in launching a water brand, particularly in setting up its webshop.** I played a substantial role in optimizing the online platform, prioritizing SEO enhancements. Additionally, I managed social media campaigns showcasing the brand's offerings.

**With my sales expertise, I established valuable food service industry connections.** I built relationships with suppliers and distributors, expanding the brand's reach and navigating the food and beverage market intricacies.

I analyzed supply chain costs, including shipping, storage, and order fulfillment, to identify profitable sales channels.

**Central to my role was empowering growth.** I crafted strategies for market expansion, drawing insights from thorough analyses.

**My mission was to deliver tangible outcomes, contribute to objectives, and ensure lasting success.** I focused on effective data-driven decision-making and organizational enhancement. My expertise lies in driving businesses with strategic insights based on data insights and relationship building.

Sep 2018 - May 2020 Data Base / Business Intelligence Development

NENT, Oslo, Norway

**At NENT, I played a crucial role in the Tech Team, focusing on the technical aspects of product delivery, customer service, and communication.** As the only DBA/BI developer, I had a central role in managing tasks related to data-driven business operations.

**My time at NENT was a blend of challenges and learning opportunities.** I worked on enhancing BI reporting processes and optimizing data flow. Additionally, I contributed to various projects where I utilized my understanding of company data to explain Viasat Norway's business logic.

**Beginning with customer support and progressing to billing coordination, I gained insights into how customer service systems aligned with business objectives.** My proficiency grew in using tools like CRM and Order Management.

**My responsibilities included maintaining databases, implementing automated reporting functions, overseeing data models (including segmentation and tabular models), and creating BI reports and dashboards.** Furthermore, I supported the customer service team by addressing system-related issues.

**This role taught me practical experience in Business Intelligence, Business Logic Design, CRM systems, Data analysis, and Order Management Systems.** This experience has equipped me with a versatile skill set that I am prepared to contribute to any organization.

Looking back, my time as a DBA & BI Developer at NENT was a growth journey, allowing me to effectively connect data, technology, and business logic.



Sep 2016 - Sep 2018 Billing Coordinator

Viasat AS, Oslo, Norway

**As a Billing Coordinator at Viasat AS, I took charge of managing billing processes and debt collection operations.** This involved working closely with various teams, including marketing, CRM, tech, and customer service, to ensure the seamless coordination of billing activities.

**Central to my responsibilities was overseeing the invoicing for Viasat AS's private customers.** I distributed invoices using different channels and handled processes related to sending invoice reminders. I also played a role as a billing expert in legal situations where contested debts needed attention. Furthermore, I provided third-line support to the customer service team, aiding in the implementation of new procedures for invoicing and debt collection.

**A significant part of my role revolved around ensuring smooth operations.** This included reporting invoice data to the finance department, managing payment files from the bank, and handling remittance files from debt collection. I collaborated closely with other departments, like finance, marketing, and customer relations, to ensure smooth billing and a great customer experience.

**In addition to my regular tasks, I also participated in system testing to ensure the successful integration of new updates and functionalities in the CRM systems.** Moreover, I retrieved valuable report data from the CRM system database (Oracle). As third-line support for customer service, I promptly addressed system-related issues, contributing to the efficient resolution of challenges.

**This experience enriched my understanding of billing systems, CRM platforms, customer service dynamics, and debt collection processes.** I gained valuable insights into managing billing operations and the crucial role of accurate billing in delivering an enhanced customer experience.

Okt 2011 - Sep 2016 Sales & Customer Support

People In Motions AS, Oslo, Norway

**My professional journey began as a Telemarketing Agent, where I engaged in promoting and selling products and services through outbound calls.** My days were filled with identifying customer needs, aligning them with suitable offerings, and addressing objections to provide effective solutions. Processing orders, managing customer data in the CRM system, and conducting market research to gauge customer preferences and competitors' strategies were all integral aspects of my role.

**Transitioning to a Customer Service Agent, I took on the responsibility of handling diverse inquiries from subscribers.** Guiding them through subscription plans, addressing billing queries, and assisting with account management and cancellation requests formed the essence of my interactions. Simultaneously, I delved into troubleshooting technical concerns related to the subscription service. Escalating complex matters when needed and ensuring prompt complaint resolution were pivotal elements of my role. I diligently followed up with customers to ensure their satisfaction, while also suggesting additional services when suitable. Performance metrics and goals like average handle time, first call resolution, and customer satisfaction became benchmarks of my success.

**Through these experiences, I learned the art of effective communication, the value of problem-solving under pressure, and the significance of customer-centric approaches.** Facing complex scenarios and adapting to evolving roles has enriched my skill set, nurturing my ability to maintain customer relationships and drive successful outcomes. The diverse challenges and triumphs I encountered have laid a strong foundation for my journey ahead.

