

Bill Barksdale

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IT Executive – V.P. Engineering / Senior Solutions Architect

Technology Team Leader Cloud Infrastructure Designer Database/Software Architect

Summary

Designing creative solutions that bring highly scalable systems together while reducing operational costs. Provides focus and clarity around how technology adds value to the business and builds an empowered team that provides a solid foundation. Visionary for long-term strategy while also finding short-term opportunities for innovation and new revenue opportunities. Multi-technology architect adept at solving complex and challenging problems in an increasingly dynamic technical ecosystem.

Technology Skills

A wide variety of skills, with solid expertise in the Microsoft stack. Robust database and application architect emphasizing Agile development and cloud-based solutions. Strongest skills include:

- MS SQL Server (all versions)
- Microsoft C#
- CRM / Salesforce.com
- DevOps
- Network design / OS
- ASP.NET
- Linux, Apache, PHP, MySQL
- Agile Development Methodologies
- AWS/Azure Cloud Architecture
- OLAP/Data Warehouse
- Mobile technologies (iOS, Android)
- Data Security and Disaster Recover

Accomplishments and Career Highlights

- Managed 23M € (\$25M USD) operational budget, with 175 reports (a fully global team)
- Architected and implemented system for lowering operational costs by providing data analytics system to aid the company in vendor negotiation. This effort reduced our largest vendor bills by 46% over 3 years. Solution included a machine learning algorithm designed to automatically adjust based on customer usage and market pricing.
- Created plan to reduce by 28% the total worldwide datacenter footprint. This was done with a combination of improved infrastructure as well as by transitioning to cloud-based technologies. Designed and implemented transition from on-premise to Azure solution as part of this effort.
- Co-founded \$9M business that produced a SaaS product as a communications solution. Started this company from scratch and built it up to a solid service provider organization that provided easy online customer service while providing a quality product.
- Led acquisition of technical assets from multiple companies. This included analysis of assets, personnel, and applications along with migration into existing company platforms.
- Deployed security infrastructure on 3000 devices. Managed IT effort on a full security rollout of advanced network IDS tools. Met tight deadlines while implementing new security policies.
- Reduced by 95% time to execute customer support tasks. Typical support tasks took 3-4 minutes while customers waited on hold. Created RPA team in India to automate these common support processes, lowering wait time to 20 seconds.

Professional History

Ascend Federal Credit Union

Vice President - VP of Business Application Support

Murfreesboro, TN

12/2020-Present

Projects:

- Oversaw all software solutions for \$3.8B credit union
- Architected and managed development of 150 GB Enterprise Data Warehouse
- Oversaw transformation of online banking application utilized by 130,000 subscribers.
- Developed software policies, security procedures, and adhering to compliance and regulatory requirements (including NIST and FFIEC).
- Created statement and notices generation system. In addition to providing significant improvements, this reduced total costs for these mandatory notices by 15% annually.
- Implemented solution to replace credit card printing systems with new in-house plastics.
- Managed integration of core systems with ADP software for HR purposes

NTT Cloud Communications

Vice President - VP of Information Systems

Chief Technology/Information Officer (Interim)

Director of Engineering

Chicago, IL

12/2014-12/2020

Projects:

- Served as Interim CTO/CIO to provide stability and continued strategic direction for the entire technology organization, including global network team, technical product development, network security, as well as software development team.
- Architected and implemented machine learning solution to analyze vendor data, determine least costs, and automatically apply corrections to reduce costs.
- Led research and development teams to create new value-adds for existing product suite. Coached and mentored key leaders to build an empowered group that focused on agile development methodologies.
- Completed PCI compliance for payment processing systems, as well as implemented solution for GDPR and CCPA.
- Built a fully automated billing system as a strategic solution for new products. This system provided a way to secure significantly larger customers by providing online reporting, detailed billing, and integrated EDI solution.
- Datacenter costs were increasing, causing higher operational overhead. Created cloud-based migration strategy for internal databases and websites, which reduced costs.
- Oversaw complete rollout of security tools to form a solid Intrusion Detection System. This was a company-wide rollout of tools to fully secure the network and infrastructure.
- Provided global leadership in supervising 75 worldwide development engineers, CRM analysts, systems support team, data warehouse experts, and database architects.

AccuConference
Co-founder / Chief Technology Officer

Fort Worth, TX
01/2004-12/2014

Projects:

- Fully designed and built network, web application, A/R system, payment processing, and customer management tools for audio and web conferencing products. Responsible for all programming, QA, database, and network teams.
- Architected full ecosystem, including network design, telecom circuits, data retention, and performance monitoring.
- Designed fully automated system – the IT support costs were minimal, and the customer self-service application limited the resources required for support operations
- Customers wanted to pay online with credit cards, so built complete credit-card payment processing system. This allowed users to pay online and added automatic disabling of accounts for non-payment, which kept DSO less than 4 days.

Other Relevant Experience

<i>Southwest iNet / LINQ Telecom</i>	Fort Worth, TX
Senior Systems Analyst	
<i>Business Objects (now a part of SAP)</i>	Dallas, TX
Senior Sales Consultant	
<i>HealthMarkets (formerly UICI)</i>	Hurst, TX
Director of IT	

Education

University of Texas at Arlington (1994-1998)
B.S. Computer Science and Engineering

Kaplan University (2013-2014)
M.S. Information Systems

Purdue University Global (2018-2020)
M.B.A.