

Bill Barksdale

IT Executive with global technology leadership experience in architecting, developing, implementing and supporting complex IT systems

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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 creates a solid foundation. Visionary for long-term strategy while also finding short-term opportunities for innovation and new revenue streams. Multi-technology architect adept at solving complex and challenging problems in an increasingly dynamic technical ecosystem.

Key Achievements

- Managed 23M € (\$25M USD) IT budget, with 175 network, developer, and support team members (a fully global team)
- Led technology acquisition for \$5M-\$15M companies by creating integration path to migrate all software systems and to incorporate new IT team members
- Managed technology migration for 130,000 user online banking application, including vendor management and internal training
- Oversaw rollout of IDS and security tools for a 3000 device, worldwide network.

Career Highlights

- Architected and implemented software solution for lowering operational costs by providing data analytics system. This system created valuable insights to assist in vendor negotiation and 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.
- 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.
- Reduced by 95% the time to execute common customer support tasks. Typical support tasks took 3-4 minutes while customers waited on hold. Built new RPA team in India to automate these common support processes, lowering wait time to 20 seconds.
- Managed worldwide software development team with members in US, Canada, Brazil, U.K., France, India, Japan, and Singapore. Entire software development team was 80+ engineers.
- Identified opportunity for design of a new system to manage enterprise Microsoft Teams implementations. This software solution was created very quickly using Agile methodologies and grew to processing services that produced 28% of the company's revenues worldwide.
- Created and managed implementation of customer invoice/statement generation application. This replaced an existing third-party vendor with a faster, more powerful solution with greater marketing capabilities.

Expertise

Team Leadership
Cloud Architecture
Database Design
Data Analytics
Talent Development
Project Management
Cybersecurity

Certifications

IT Information Library
Foundations Certification
(ITIL)
Certified Scrum Master
(Scrum Alliance)

Education

M.S. Information Systems
M.B.A.

Technology Expertise

A well-rounded and experienced technology architect who can solve for complex problems by creating elegant solutions. Skills include an understanding of front-end mobile and web design, API architecture (microservices and cloud-based), as well as back-end data and analytics solutions. Strongest technology skills are in the following technologies:

- MS SQL Server (all versions)
- Microsoft .NET Core / C#
- CRM / Hubspot / Salesforce.com
- DevOps (Azure, AWS, and Atlassian)
- Linux, Apache, PHP, MySQL stack
- Data Security and Disaster Recovery
- Agile Development Methodologies
- AWS/Azure Cloud Architecture
- Microservices Design
- Data Lake / Warehouse (PowerBI)
- Mobile Technologies (iOS, Android)
- GDPR / CCPA Compliance

Other technology skills include:

- ReactJS / MUI
- HL7 / HIPAA / ISO 27001
- Network Security Design
- Microsoft Active Directory
- NoSQL / Azure Cosmos
- CI/CD
- Docker
- Machine Learning / AI

Professional History

Kimedics, Inc.

Chief Technology Officer

Nashville, TN

8/2022-Present

Projects:

- Primary customer interface for technology leaders in other organizations. Worked with largest customers to develop new solutions, including an interface to Salesforce.com, an application embedded PowerBI dashboard, and new test/UAT environments.
- Designed and architected entirely new architecture for primary SaaS application. This included converting an existing, monolithic application on legacy technologies into a scalable, powerful microservice-based solution on modern frameworks. Hired complete team of UI, API, DevOps, .NET Developers, and QA members for this project.
- Created and implemented new customer-facing, embedded PowerBI reporting system
- Managed addition of advanced analytics for marketing/product teams to allow better understanding of customer usage patterns and behaviors (Google Analytics, Hubspot, Candu).

Ascend Federal Credit Union

Vice President - VP of Business Application Support

Murfreesboro, TN

12/2020-8/2022

Projects:

- Oversaw all software solutions for \$3.8B credit union (Jack Henry core software), including a development team, project managers, and a database team.
- Architected and managed development of 150 GB Enterprise Data Warehouse
- Deployed improved service desk ticketing system for software changes using Azure DevOps. Using ITIL methodologies, average resolution time went from > 4 days down to 1.2 days.
- Oversaw migration of online banking application to a new platform, utilized by 130,000 subscribers.
- Developed software policies, security procedures, and adhering to compliance and regulatory requirements (including NIST, PCI DSS, 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.

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.
- Built development center in New Delhi, India, which increased our development capabilities by 2x while keeping costs flat. The India team was increased from 5 individuals to 25 in one year.
- 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 systems. 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.
- 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 and utilized tools from Cisco, CrowdStrike, and other security vendors.
- 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
- 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

Business Objects (now a part of SAP)
HealthMarkets (formerly UICI)

Dallas, TX
Hurst, TX

Senior Sales Consultant
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.