

BILL BARKSDALE

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EXECUTIVE SUMMARY

Strategic and hands-on technology executive with over 20 years of leadership in SaaS product development, application architecture, and scalable Microsoft-based platforms. Proven success building and leading high-performing teams, re-architecting mission-critical systems, and aligning technology with business growth. Skilled in C#/.NET, Azure, Microsoft stack technologies, and data-driven innovation. Experienced in steering digital transformation across fintech, healthcare, and communications sectors. A trusted CTO/VP-level leader who delivers long-term product vision while driving near-term execution.

KEY ACHIEVEMENTS

- Built a microservices-based SaaS platform generating 28% of global revenue.
- Co-founded and scaled a \$9M SaaS communications company, supporting 1,000+ concurrent calls per minute.
- Reduced average process time from 28 minutes to 14 seconds in a mission-critical healthcare application.
- Reduced vendor costs by 46% using a machine learning tool built in C#/.NET.
- Migrated 130,000+ users to a new online banking platform with zero downtime.
- Managed a \$25M global IT budget with 175 team members across 8 countries.

PROFESSIONAL EXPERIENCE

VP of Technology | Kimedics, Division of Jackson Healthcare

Nashville, TN | Aug 2022 – Present

- Re-architected flagship SaaS platform into a scalable, microservices-based solution hosted in Azure.
- Built and led a 40-member team spanning UI, API, DevOps, and QA.
- Designed robust C#/.NET API architecture and embedded Power BI dashboards for enterprise clients.

VP of Business Application Support | Ascend Federal Credit Union

Murfreesboro, TN | Dec 2020 – Aug 2022

- Led key software initiatives for a \$3.8B credit union, including migrating 130K+ users.
- Revamped the service desk system via Azure DevOps, reducing average ticket resolution time by 70%.

- Led development of a 150 GB enterprise data warehouse and cost-saving automated statement system.
- Maintained full compliance with NIST, PCI DSS, and FFIEC standards.

VP of Information Systems / Interim CTO | NTT Cloud Communications

Chicago, IL | Dec 2014 – Dec 2020

- Provided strategic leadership for 75+ engineers across 8 global locations.
- Built offshore hub, doubling dev capacity with stable costs.
- Created a machine learning-powered vendor optimization tool, cutting telecom expenses by 46%.
- Designed and deployed a PCI-compliant billing system with EDI integration for enterprise clients.
- Led global GDPR/CCPA compliance and security upgrades.

Co-Founder & CTO | AccuConference

Fort Worth, TX | Jan 2004 – Dec 2014

- Engineered a complete telecom SaaS platform, including network, web, billing, and payment systems, generating \$9M in annual revenue.
- Built a high-capacity infrastructure supporting over 1,000 concurrent calls with minimal operational overhead.

EDUCATION

M.B.A., Purdue University Global

M.S. in Information Systems, Kaplan University

B.S. in Computer Science and Engineering, University of Texas at Arlington

CERTIFICATIONS

ITIL Foundations Certification

Certified Scrum Master (Scrum Alliance)

TECHNICAL SKILLS

Languages & Frameworks: C#, .NET Core, C++, PHP, ReactJS, SQL • Cloud

DevOps: Azure, AWS, Docker, CI/CD, Atlassian • Data

AI: SQL Server, Cosmos DB, Power BI, Data Lake, ML/AI • Security

Compliance: HIPAA, ISO 27001, GDPR, CCPA, PCI DSS

PERSONAL

Running & Disney Half Marathons • Wine Enthusiast • Tech Gadgets & Automation