



Patrick Bedgood

Client Technologies Manager, Banking Officer

Astute Client Technologies Manager with more than 20 years Technology experience focused on supporting cross functional teams to increase customer satisfaction through process improvement. Respectful professional with exceptional knowledge of developing strategic plans, focusing on organizational goals, and inspiring direct reports to become leaders.

✉ patrickbedgood@hotmail.com

☎ 662.213.9636

📍 Tupelo, MS, United States

🌐 [linkedin.com/in/patrick-bedgood-a3160a10](https://www.linkedin.com/in/patrick-bedgood-a3160a10)

WORK EXPERIENCE

Client Technologies Manager, Banking Officer Renasant Bank

07/2015 - Present

Tupelo, MS

Recognized as one of the world's best banks by Forbes Magazine

Achievements/Tasks

- Responsible for managing and leading a team of field service engineers while supporting more than 200 retail branch, insurance, mortgage, wealth management, and asset based lending locations.
- Liason for multiple vendors including low voltage wiring needs, managed print services through Toshiba, and all AV systems.
- Responsible for reviewing/approving contracts and all Technology invoices through Accounts Payable BankServ system.

Technology Asset Manager, Banking Officer Renasant Bank

11/2013 - 07/2015

Tupelo, MS

Achievements/Tasks

- Formulates and implements process, policies, and procedures for tracking and analyzing more than 30k hardware assets from requisition through retirement using ServiceNow platform.
- Responsible for designing, implementing, and controlling the organizations asset management strategy.
- Responsible for providing bank auditors with reports that include asset tag specifics, serial number, make/model, and depreciation schedules. Run year end reports to determine budget requirements for upcoming year through ServiceNow platform.

Business Analyst Renasant Bank

07/2010 - 11/2013

Tupelo, MS

Achievements/Tasks

- Served as the Technical liason for various lines of business including loan operations, deposit operations, mortgage, insurance, wealth management, and asset based lending.
- Responsible for creating business cases and presenting to Technology Management Committee.
- Analyze complex business problems and determine an IT solution.

Network Systems Administrator Renasant Bank

10/2007 - 07/2010

Tupelo, MS

Achievements/Tasks

- Responsible for troubleshooting back-end Citrix servers, patch management, and backups. Responsible for activating network circuits with ATT at various branch locations which includes router/switch implementation.
- Responsible for the configuraton, maintenace, and operation of more than 150 virtual servers and storage infrastructure.
- Anticipates problems and works to resolve them before end user is impacted.

SKILLS

Analytical Thinker

Operations Management

Relationship Building and Management

Soft/Hard Skills

IAM

Project Management

Business and Data Analysis

Team Leading/Building

Process Improvement

SQL

Operating Systems

Budget Planning

Cost Savings

Configuration

Logistics Management

Procurement Management

Financial Services

Change Management

Incident Management

Attention to detail

Strong communication skills

Desire to learn new technologies

PERSONAL PROJECTS

Tree of Life Clinic (08/2003 - 05/2005)

- Provided free technical support and resources for local clinic serving those in need of medication and medical supplies.
- Provided free low voltage wiring needs for clinic and provided connectivity for donation computer equipment for clinic staff members



WORK EXPERIENCE

Desktop Support Technician/JR Network Admin

Flextronics International

06/2005 - 10/2007

Memphis, TN

The most trusted global technology, supply chain, and manufacturing solution partner to improve the world.

Achievements/Tasks

- Setup and configure new computer equipment.
- Resolves computer errors and issues.
- Responsible for configuring network equipment including Cisco routers and switches.

Field Service Engineer

PC Solutions

04/2003 - 06/2005

Tupelo, MS

Achievements/Tasks

- Responsible for purchasing computer components and building computer towers for the public.
- Maintain and support customers technology needs including multiple law firms in the area and various customers homes.
- Responsible for implementing low voltage wiring needs and providing connectivity back to Telco closet. This includes connectivity back to patch panel, switch, and router.



ACHIEVEMENTS

Asset Automation

Implemented automation allowing hardware assets purchased through various vendors to automatically connect and update into the ServiceNow CMDB database.

Cable Migration

Worked with ATT/DirectTV to implement cost savings across more than 200 branch locations. This migration in transitioning from cable TV to satellite TV services resulted in ROI in excess of \$100k, annually.

Manged Print Services

Implemented managed print services through Toshiba which resulted in significant cost savings for the bank. Various branch locations were purchasing toner cartridges for their machines, Toshiba now monitors print usage for every device and automatically ships toner to branch location.

Zoom Implementation

Implemented Zoom and consolidated multiple products such as GoToMeeting, GoToWebinar, and Citrix OpenVoice platform. This resulted in significant ROI of \$73k annually.

Renasant Bank Responder Award

Recognition program highlights operations team members for their ongoing committment to deliver responsive service to our internal and external customers. Delivering an X Factor experience in a responsive manner while keeping risk, regulation, and bank policy top of mind.



VOLUNTEER EXPERIENCE

Local Voluneteer

Salvation Army

Tasks/Achievements

- Provide meals to members of salvation army including the homeless.
- Assist and provide support for Technical tasks



EDUCATION

Associate of Applied Science

Local Area Networking

Technology

Itawamba Community College

08/2003 - 05/2005

Tupelo, MS Campus

Bachelors of Business

Administration - Management

Information Systems

Southern New Hampshire

University

08/2021 - Present

Online Studies



ORGANIZATIONS

The National Society of Leadership and Success (02/2022 - Present)

The NSLS is an organization that provides a life-changing leadership program that helps students achieve personal growth, career success, and empowers them to have a positive impact on their communities.



INTERESTS

Spending time with family

Community Involvement

Technology

Travel

Outdoor Activities

Percussion Music

Learning