

# KELLI E. MANGAN

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## **SUMMARY OF QUALIFICATIONS**

Extensive background in Business Management, and Human Resources Management; Real Estate property owner; Proven ability to lead department working groups and processes; Relationships built with Customers, International Military Personnel, State Departments, Local businesses and Officials.

## **PROFESSIONAL EXPERIENCE**

### **Property Manager, Minneapolis, MN 2001- Present**

#### *Owner*

- Manages multiple single family rental properties within the City of Minneapolis with capital investment worth \$700,000
- Developed thorough business plans with long term goals for sustainable properties
- Forecasts annual budget of \$4,000 for maintenance and landscape improvements
- Successfully conducts over 24 yearly inspections covering city and state requirements
- Routine research of market analysis and updates in city policies to ensure in compliance
- Implements property improvements utilizing local resources
- Coordinated with city zoning and permit officials to maintain policies and regulations
- Planned over \$70,000 of property improvements projects; overseeing the construction and workforce
- Worked with city planners and architects while obtaining permits
- Utilized housing subsidy voucher program
- Developed relationships with local businesses and law enforcement

### **Minnesota Army National Guard, 1996-Present**

#### *Senior Planner, Kuwait*

- Lead 15 working groups resulting in publication of orders for Senior Leaders to implement
- Manager of 15 long range plans which impacted over 1,000 personnel and their duties
- Successfully planned the movement of 3,000 personnel from United States to Kuwait
- Implemented a process to accurately track training for 3,000 personnel to eliminate re-training
- Effectively implemented a plan to relocate 130 personnel to another facility 100 miles away to allow more room for other organizations
- Supervised and trained 15 personnel in the operations center on new standard operating procedures
- Continuously recommended and made improvements to published plans to be more efficient and sustainable
- Liaisons with Department of Army, State Officials and Kuwait Military members
- Identified risk and risk mitigations for each project, with no major incidents while in position
- Obtains top level security clearance in order review Department of Army strategic directions

#### *Administrative Officer, St. Paul, MN*

- Developed and implemented department policies which promoted continuous improvement and department and individual innovation
- Lead team to perform all administrative actions for 60 personnel and maintained 90% readiness
- Tracked and archived training of over 2,000 Soldiers to ensure all were trained to deploy
- Coordinated with over 7 Federal Installations to receive over 2,000 Soldiers to begin mobilization
- Managed an annual Department of Defense drug testing requirement and maintained 99% readiness
- Improved the Soldier Readiness Process by reducing time to conduct process, impacts over 10,000 personnel

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## *Human Resource Manager, Iraq*

- Managed 10 personnel to conduct administrative actions for 1,000 personnel
- Processed and validated over 1,000 awards of recognition; reviewed all performance evaluations
- Processed all payroll and compensation inquiries resulting in 1,000 personnel accurately paid while in position
- Coordinated training with United States Postal Service to manage daily mail operations
- Performed as a liaison with multiple departments worldwide to maintain personnel accountability
- Managed and participated in multiple Media Interviews to promote mission and achievements
- Enforced Senior Management's Policies and Procedures which were created by a collaborative effort between departments
- Worked with medical professional to develop sustainable health and wellness departmental goals, which resulted in 90% successful participation of department

## **Brinker International- Bloomington, MN, 2001 February- 2005 March**

### *Manager*

- Managed day to day operations including purchasing, inventory control of food and liquor and customer service
- Completed internal business management training to understand entire operation
- Supervised a staff of 30 personnel, while maintaining 95% customer satisfaction
- Submitted daily profit summary reports, averaging \$9,000
- Interviewed, hired and trained new employees for local market of 10 stores
- Built a partnership with state health department, local law enforcement and businesses
- Increased yearly sales by \$9,000 by improving marketing plan
- Empowered staff to cross train and to address issues immediately

## **EDUCATION**

### **University of Wisconsin Stout, Menomonie, Wisconsin**

-DEC 2000, BS Hospitality and Tourism Management