

VINCENT P. MANGANO

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SUMMARY

Versatile and accomplished manager with over 20 years in a leadership role. A proven track record working within professional and consumer markets. Proven experience in managing and developing individuals, subordinates, and vendors to meet organizational objectives. Strengths in process improvement, project implementation, strategic planning, and marketing for multiple channels of distribution.

ACHIEVEMENTS and LEADERSHIP ROLES

Leadership

- Managed multi-million dollar operational budgets for Fortune 100 corporations.
- Implementation of several new technologies within truck stop industry.
- Provided sales development training and execution for start-up medical services/products company.
- Remodeled multi-unit operating facility with full service and QSR capabilities.
- Responsible for all facets of a multi-unit retail service provider.

Operations Management

- Provided leadership to regional food services management team.
- Developed annual operating goals, (revenue and expense metrics).
- Provided leadership and management for the remodel and construction of full service restaurant facility.
- Developed, designed and implemented a multi-application smart card loyalty system for Jubitz Travel Center.
- Designed and remodeled several retail sight locations for improved operating results. Venues included C-stores, retail and corporate financial services locations.

Quality Service Management

- Improved retail sales organization customer service culture; eventually becoming 1st among corporate customers for service quality, three years running.
- Participated as senior member of Steering Committee for the implementation of Total Quality Management (TQM) initiative for nationwide financial institution.
- Integrated quality service synergy teams as a functional organization of the back office operations staff.
- Established service level standard for front of house and kitchen staff.

Technological Achievements

- Developed business model for WIFI 802.11 Internet service for the transportation industry.
- Developed first Real-Time Laptop loan origination system (seen as industry standard today).
- Created first central processing unit for field originated residential loans seamlessly integrating front and back office systems.
- Developed and implemented a national smart card technology showcase, applications included loyalty, e-cash, weigh management, driver identification, fleet and vehicle identification.

Sales / Marketing

- Launched non-traditional sales strategies for financial retail sales network, increased market presence by 40% annually.
- Developed low cost point-of-sale delivery system using leading edge technologies and work group concepts.
- Supervised multi-billion dollars wholesale and retail loan origination organization.
- Developed incentive programs, internal referral programs, cross sales initiatives and compensations programs for sales and operations professionals.

EDUCATION/ AFFILIATIONS

Masters of Business Administration, Angelo State University, San Angelo, TX, concentration in Management
Bachelor of Science, Southern New Hampshire University, Manchester, NH, concentration in Marketing
Contributing Editor; Truckstop and Travel Plaza Magazine

PROFESSIONAL EXPERIENCE

MANGANO GROUP LLC North Bend, WA

2009-Present

Owner/Operator

Owned and operated a regional franchise food service for the Metropolitan Seattle - Upper East Side. Developed all operational and marketing procedures/systems to bring product to new markets. Program included developing brand recognition, program execution and operating integrity.

TRAVEL CENTERS OF AMERICA Cleveland, OH

2007-2009

General Manager North Bend, WA

Responsible for all sales and operations for largest travel center in the state of Washington. Responsibilities included running top 10 restaurants in the corporate portfolio, while meeting all operating matrixes including sales, operations, product delivery, and staff development.

QUICKMEDICAL (SOLCON INC.) May 2005 – 2006 May

Sales Manager Preston, WA

Responsible for all on-line and telemarketing sales for medical equipment and supplies marketed through www.quickmedical.com. Responsibilities include sales development, product evaluation, and order fulfillment. This was a small start up organization with limited resources.

INDEPENDENT CONSULTANT/dba INTEGRATED MARKETING CONSULTANTS

1996-2007

(Self-employed)

** Payroll status varied by assignment*

Established to provide professional outsource executive and interim management services.

Engagements included:

Corporate General Manager, TRUCK TOWN INC dba SEATTLE EAST

Managed day-to-day operations of several retail and travel centers in the state of Washington while preparing the company for sale to outside investors. Restructured the balance sheet to ascertain an ongoing profitable organization for the new management team.

Sr. Program/Product Manager, SMART STOP INC.

Working directly with executive team in evaluating business model, program/project management, market implementation strategy, and service standards.

Interim Vice President, SHUREPOWER LLC

Acted as product champion within industry, government, and public forums.

Program Manager, JUBITZ TRUCK STOP INC.

Developed and implemented and managed smart card loyalty system.

Project Manager, RIP GRIFFIN TRAVEL CENTERS INC.

Implementing new technological showcases integrating smart card technologies into the professional transportation industry. Project was completed on time at 9% under budget.

KEYCORP, Seattle, WA and Anchorage, AK

1993-1996

Vice President Regional Manager, Key Bank of Alaska

Responsible for all residential Real Estate lending and portfolio management for the State of Alaska. Member of bank consumer loan committee and corporate quality management team. Responsibilities included all retail sales, operations and regional processing, TQM standards, and portfolio sales and servicing.

Vice President Regional Sales Manager, KeyCorp Mortgage, Inc., Seattle, WA

Responsible for all mortgage origination generated through corporate retail affiliates and regional wholesale brokers for the State of Washington. Managed all direct sales and regional telemarketing initiatives. Launched statewide cross-sales program providing additional outlet for traditional banking products.

GE CAPITAL MORTGAGE SERVICES INC, Raleigh, NC

1985-1993

Director, Insurance Service Center Manager, Bellevue, WA

Responsible for all P&L activities in a five state region. Developed and launched new products and services while administrating all risk management, and customer service functions.

Director, Wholesale Division (Formerly The Travelers Mortgage Services Inc), Cherry Hill, NJ

Responsible for wholesale operating functions needed to meet sales and marketing initiatives while ensuring quality products: assessed operational structure and process flows.

Director, Non-Traditional Sales Strategies/Retail Division

Developed strategic sales strategies for expansion of the direct sales network into high potential markets; assessed. Responsibilities included development of first-real time PC based loan origination and network based loan products.