

7:00 PM

Aldermanic Chamber

1. ROLL CALL
2. PUBLIC COMMENT
3. COMMUNICATIONS
4. INTERVIEWS

Ethics Review Committee

Justin Gerstenfield (new appointment)
79 Gilson Road
Nashua, NH 03062

Term to Expire: December 9, 2028

Lou Juris (new appointment)
56 Haines Street
Nashua, NH 03060

Term to Expire: February 10, 2029

Adam Thompson (new appointment)
30 Front Street, Apt. 715
Nashua, NH 03064

Term to Expire: February 10, 2029

Mine Falls Park Advisory Committee

Justin Hoprich (new appointment)
29 Lutheran Drive
Nashua, NH 03063

Term to Expire: January 13, 2029

Kamal Masand (new appointment)
20 Jennifer Drive
Nashua, NH 03062

Term to Expire: February 10, 2029

Michael Sliwa (new appointment)
28 Woodfield Street
Nashua, NH 03062

Term to Expire: March 10, 2029

Board of Health

Stephanie Ballentine, MS, RN, APRN, FNP-BC
9 Bartlett Avenue
Nashua, NH 03064

Term to Expire: December 31, 2027

Arts Commission

Stephanie Moll (new appointment)
15 LedgeWood Hills Drive
Nashua, NH 03062

Term to Expire: March 10, 2029

5. APPLICATION TO LICENSE HAWKER'S, PEDDLER'S, ITINERANT VENDOR'S LICENSE
6. APPOINTMENTS BY THE MAYOR

Arts Commission

Stephanie Moll (new appointment)
15 Ledgewood Hills Drive
Nashua, NH 03062

Term to Expire: March 10, 2029

Board of Health

Stephanie Ballentine, MS, RN, APRN, FNP-BC
9 Bartlett Avenue
Nashua, NH 03064

Term to Expire: December 31, 2027

Citizens Advisory Commission

Jason Telerski (re-appointment)
5 Shakespeare Road
Nashua, NH 03062

Term to Expire: December 1, 2028

Oscar Villacis (re-appointment)
76 Beauview Avenue
Nashua, NH 03064

Term to Expire: December 1, 2028

Conservation Commission

Richard Widhu (re-appointment)
23 Syracuse Road
Nashua, NH 03064

Term to Expire: December 31, 2028

Ethics Review Committee

Justin Gerstenfield (new appointment)
79 Gilson Road
Nashua, NH 03062

Term to Expire: December 9, 2028

Lou Juris (new appointment)
56 Haines Street
Nashua, NH 03060

Term to Expire: February 10, 2029

Adam Thompson (new appointment)
30 Front Street, Apt. 715
Nashua, NH 03064

Term to Expire: February 10, 2029

Mine Falls Park Advisory Committee

Paula Lochhead (re-appointment)
4 Westbrook Drive
Nashua, NH 03060

Term to Expire: January 27, 2029

Justin Hoprich (new appointment)
29 Lutheran Drive
Nashua, NH 03063

Term to Expire: January 13, 2029

Kamal Masand (new appointment)
20 Jennifer Drive
Nashua, NH 03062

Term to Expire: February 10, 2029

Michael Sliwa (new appointment)

Term to Expire: March 10, 2029

28 Woodfield Street
Nashua, NH 03062

7. UNFINISHED BUSINESS

8. NEW BUSINESS – RESOLUTIONS

R-26-008

Endorsers: Mayor Jim Donchess
Alderman Thomas Lopez
Alderman-at-Large Ben Clemons
Alderman Patricia Klee
Alderwoman Vengerflutta Smith
Alderman Derek Thibeault
Alderman-at-Large Michael B. O'Brien, Sr.
Alderman-at-Large Alicia Gregg
Alderman Richard A. Dowd
Alderman Tim Sennott
Alderman-at-Large Lori Wilshire

RENAMING THE “ARLINGTON STREET COMMUNITY CENTER” AS THE “GLORIA TIMMONS COMMUNITY CENTER”

9. NEW BUSINESS – ORDINANCES

O-26-001

Endorsers: Mayor Jim Donchess
Alderwoman Vengerflutta Smith
Alderman Derek Thibeault
Alderman-at-Large Michael B. O'Brien, Sr.
Alderman Richard A. Dowd
Alderman Thomas Lopez

RELATIVE TO FLAGPOLES ON CITY HALL GROUNDS

10. TABLED IN COMMITTEE

11. PUBLIC COMMENT

12. GENERAL DISCUSSION

13. REMARKS BY THE ALDERMEN

14. ADJOURNMENT

From: noreply@civicplus.com
Sent: Thursday, November 13, 2025 12:10 PM
To: Mayor Web Forms; Sullivan, Matthew
Subject: Online Form Submittal: Volunteer For A Board or Commission Form

CAUTION: This email came from outside of the organization. Do not click links or open attachments if the source is unknown.

Volunteer For A Board or Commission Form

First Name	Justin	
Last Name	Gerstenfield	
Your Email Address		Redaction of private email address pursuant to 91-A:5,IV, confidential information and disclosure would constitute invasion of privacy
Phone Niumber		Redaction of private telephone number pursuant to 91-A:5,IV, confidential information and disclosure would constitute invasion of privacy
Address	79 Gilson Road	
City	Nashua	
State	NH	
Zip Code	03062	
Board or Commission Applying For:	Ethics Review Committee	
Add Your Own Notes and Comments	I'm interested in serving on the Ethics Review Committee because trust in local government begins with clear standards and fair accountability. Throughout my campaign, residents told me they want leaders who show up, tell the truth, and prioritize the community over personal agendas. Ethical government isn't optional; it's the foundation everything else is built on. This committee plays a vital role in maintaining trust by reviewing concerns fairly and ensuring our city acts with integrity. I want to bring a steady, unbiased, community-focused perspective to this work so Nashua continues to have a government people can trust.	
Upload Resume or CV (.txt, .pdf, .doc, .ods)	J. Gerstenfield Resume.docx	
Upload Letter of Intent (.txt, .pdf, .doc, .ods)	ERC Letter of Interest.docx	

Dear Mayor and Members of the Board of Aldermen,

I am writing to express my interest in joining the City of Nashua's Ethics Review Committee. During my campaign and community involvement, one message from residents has been clear: they want a local government they can trust. They desire leaders who show up, communicate honestly, and make decisions based on integrity rather than personality or politics.

The Ethics Review Committee plays a key role in maintaining trust. By objectively reviewing concerns and ensuring adherence to the standards in our City Code, the committee helps sustain the transparency and accountability our community expects and deserves. I believe my dedication to fairness, my direct approach to solving problems, and my respect for public service obligations would enable me to contribute effectively to this work.

I meet the committee's eligibility requirements and am ready to serve for the full term. It would be an honor to support the city in a role that enhances confidence in our municipal government and reinforces the values that make Nashua a community many of us are proud to call home.

Thank you for your consideration. I look forward to the opportunity to serve.

Sincerely,

Justin Gerstenfield

Justin A. Gerstenfield

79 Gilson Road, Nashua, NH 03062

Redaction of private telephone number pursuant to 91-A:5,IV, confidential information and disclosure would constitute invasion of privacy

SUMMARY OF QUALIFICATIONS

- 10+ years of progressive higher education advising experience
- Experience designing, implementing, and monitoring an academic advisement model at 5 diverse institutions for up to 1500+ students
- Actively involved in ongoing professional development opportunities through committee and leadership roles
- Maintain commitment to diversity by working with traditional and non-traditional student groups

Philosophy of Academic Advising

Academic advising requires that advisors meet students where they are in their academic journey. Recognizing that each student has different life experiences, an effective academic advisor actively listens and empathizes with each student's unique path. Using developmental academic advising, advisors utilize their skills to help students navigate their degree programs, extracurricular activities, and co-curricular activities, understanding that each student's individual experiences shape a different route that best suits their journey.

EDUCATION

Doctor of Educational Leadership, Higher Education, 2016

Dissertation: Understanding Workplace Bullying Among Staff in Higher Education

Concentration: Solution-Focused Brief Therapy

Texas Christian University, Fort Worth, TX

Master of Education, Higher Education, 2008

University of North Texas, Denton, TX

Bachelor of Arts, Interdisciplinary Studies, 2006

Concentrations: Psychology, Sociology, Communications, Women's Studies

University of Texas at Arlington, Arlington, TX

Thesis: Cognitive and Moral Developmental Effects of Greek Life on College Students

PROFESSIONAL EXPERIENCE

Director, Advising Operations, Technology, and Events

January 2022-present

University of Massachusetts Lowell

- Supervise cross function teams
- Collaboratively expand the system of engagement (Salesforce Student Success Hub) and advising efforts to include key student touchpoints (clubs and organizations, campus employment, tutoring, etc.) to ensure students have meaningful campus connections and support systems.
- Oversee campus-wide undergraduate re-enrollment efforts/campaigns.
- Collaboratively work with University Relations to make recommendations to improve students' success communications through EMMA.
- Oversee Salesforce technology for campus-wide academic alert system
- Collaborate with Information Technology Salesforce team to streamline business processes and ensure end-user utilization of technology programs for key student interactions.
- Coordinate logistics and integration of student success programming into Salesforce through the utilization of Eventbrite.
- Lead Salesforce Student Success Hub advising technology group to solicit feedback and system updates for continuous improvement.
- Coordinate with colleges and Registrar for summer program course offerings.
- Coordinate inquiries and communication strategies for summer programs.

- Collaborate with Registrar and academic departments to ensure timely and accurate undergraduate advisor assignments in the system of record (PeopleSoft).
- Collaborate with Information Technology Salesforce team to ensure auto-assignment process builders reflect current assignments in the system of record.
- Coordinate with Academic Services Associate Dean to ensure professional advisor availability and assignment for all new student orientation sessions.
- Collaborate with academic services and campus partners to develop semester long student success series programming to support the logistics and mapping into Salesforce Student Success Hub.

Director, College Based Professional Advising

October 2017-January 2022

University of Massachusetts Lowell

Lowell, MA

- Directly supervised 10 full-time and 2 part-time employees responsible for the success and progression of first year students through accurate and timely academic advising, program implementation, retention and enrollment outreach, and early alert outreach.
- Lead and developed a comprehensive, holistic, proactive, and student-centered advising strategy for first time undergraduate students; including, evaluating student needs and assisting them in developing appropriate educational plans that include individualized 4-year graduation plans and revisions as necessary.
- Collaborated with other members of the campus community on the development of ongoing training for professional advisors to ensure high quality advising experience for all students.
- Collaborated and partnered with the Centers for Learning, The Solution Center, Career Services, Registrar, Admissions, and other campus offices to resolve barriers to success and ensure students receive timely information, support, and guidance.
- Utilized data to guide outreach and support activities. Including, monitoring early warning grades, degree benchmark completion, and general student progress as well as participation in advising and mentoring activities.
- Collaborated with campus partners to expand the use of technology to support advising.
- Developed a consistent and proactive strategy for college based professional advisors to manage and provide added outreach for students on academic warning, probation, and at-risk students requiring multiple contacts through the semester.
- Collaborated on both college based and university-wide student retention initiatives
- Provided leadership and facilitate the planning and implementation of social events and initiatives to help build a stronger sense of community and promote student engagement and success.
- Facilitated the development and execution of a student communication strategy, including regular newsletter, listserv, web-based communication materials, and effective on-boarding materials related to co-curricular and student services for incoming students.
- Identified and executed opportunities to provide professional development and other programs/events for students to enhance the student experience.
- Provided leadership on the ongoing evaluation of advising and administrative processes and information to ensure continuous improvement of student services as a member of a campus wide professional advising team.
- Retrieved and prepare data for analysis on key metrics including retention, graduation rates, time to graduation, student satisfaction.
- Assisted with the collection and analysis of data for comprehensive enrollment management, projections, learning outcomes, and accreditation.

Assistant Director of Academic Advising *(Position Reclassification)*

October 2015-September 2017

Coordinator of Academic Advising

May 2014-October 2015

Texas Woman's University

Denton, TX

- Directly supervised two Coordinators of Academic Transitions who are responsible for undecided and exploring major students, implementation of academic probation programming and serve as liaisons to community partners for the support of dual credit programs.
- Directly supervised four Coordinators of College Academic Advising who work with college deans to provide model of shared responsibility of supervision of college level academic advisors.
- Directly oversaw daily advising of special populations including at-risk, probation and suspension, dual credit, online, exploring majors, and prospective students.
- Designated university advising representative on Provost's university strategic retention council.

- Collaborated with the Executive Director to review and provide paths for solution to Associate Provost for all university academic suspension appeals.
- Collaboratively designed and implemented university advising technology systems.
- Developed and implemented the overall assessment of advising practices.
- Oversaw campus-wide academic advising initiatives.
- Oversaw and developed professional development workshops/trainings for advisors, faculty, staff and campus partners.
- Oversaw university advising components and presented at events such as orientation, admissions fairs, preview days.
- Oversaw and developed the implementation of a common experience for students surrounding academic advising.
- Assisted with the overall assessment of advising practices.
- Met individually and in groups with students regarding advising and academic support.
- Conducted suspension recovery meetings between student and advisors.
- Produced and distributed reports.
- Served as the liaison to outside academic advising organizations.
- Monitored professional advising standards.
- Ensured alignment with professional advising best-practices.
- Served on university communications task-force.

Academic Excellence (ACE) Academic Advisor

August 2010-May 2014

Texas Christian University

Fort Worth, TX

- Advised and counseled 260 preclinical freshmen and sophomore nursing majors.
- Provided faculty advising training.
- Recruited prospective students through outreach efforts at high school college and local hospital education fairs.
- Coordinated special tours of Harris College and simulation labs for groups of 10-50 students and families.
- Served as a liaison between Elsevier testing company and Harris College providing information to students, while troubleshooting testing and technology issues.
- Coordinated and administered all preclinical HESI A2 Testing, mid-curricular testing, RN Exit HESI Exams for traditional and accelerated programs.
- Collaborated with Career Services to plan and implement Nursing Career Fair each semester to assist students in connecting academic learning with real world experiences.
- Collected assessment data for the academic resource center and provide reports to director.
- Served as a member of the nursing admissions committee.
- Created and implemented a peer mentor program and managed and trained 30 peer mentors.

Student Development Coordinator

January 2010-August 2010

UNT Health Science Center

Fort Worth, TX

- Managed budgets up to \$80,000 to ensure financial and fiscal responsibility for government and class associations.
- Created and implemented campus and organization events with the student government executive boards and medical school class officers.
- Processed institution and state required travel documents for student travel domestically and internationally.
- Designed and implemented university preview day through strategic partnerships with the campus, president, provost and various departments regarding housing, financial aid, academic support and career services.
- Planned and executed new student orientation for programs including biomedical sciences, physician assistance and physical therapy.

Academic Advisor II, College of Nursing

July 2006-January 2010

University of Texas at Arlington

Arlington, TX

- Advised 1,500+ students on degree plans, transcripts and course direction in PeopleSoft
- Managed 2 academic advisors and trained all new staff

- Recruited students through outreach efforts with the College of Nursing at college and high school fairs
- Collaborated with academic departments to improve advising procedures related to Advisor Trac
- Served as lead advisor for AdvisorTrac implementation within College of Nursing and College of Education
- Provided comprehensive data collection reports to Assistant Dean each semester/annually
- Reviewed and evaluated potential student competitiveness for acceptance
- Designed and implemented student information sessions for all applicants to the College of Nursing to enhance advising services and promote student success and retention
- Worked with curriculum design and implementation for 15-month online Bachelor of Science in Nursing degree offered in accelerated dynamic dated sessions

FACULTY EXPERIENCE

Instructor	August 2014-May 2017
Texas Woman's University	Denton, TX
UNIV 1231 – Learning Frameworks	
• Research and theory of learning, cognition, and motivation; and application of learning strategies. Effective integration of learning theories with academic skills, personal well-being, and resource utilization. • Graded (A, B, C, D, F), 1-credit hour course required for all first-year students as part of core curriculum	

Co-Instructor	March 2009-January 2010
University of Texas at Arlington	Arlington, TX
NURS 1300 – Introduction to Professional Nursing	
• Selected member of design and implementation team of course. • Designed to introduce and transition the freshman and transfer pre-nursing student to the language of nursing, critical thinking, the essential academic skills for incoming students and the interpersonal skills required for success in nursing school and the nursing profession. Selected concepts and processes for professional nursing will be included in the course, including an introduction to nursing's theoretical, philosophical, ethical, and legal dimensions. • Graded (A, B, C, D, F), 3-credit hour course required for Nursing students	

AWARDS AND PROFESSIONAL PRESENTATIONS

Keynote Speaker	
• Sam Houston State University Professional Development Conference	2018
Advising Consultant	
• Sam Houston State University SAM Center external self-study member	2016
Presentations	
Salesforce Higher Education Summit	2025
• <i>How Einstein Gen AI Supports Advising and Student Success</i>	
NACADA Annual Conference	2018
• <i>All Things Considered: The In's and Out's as a First Year Advising Administrator</i>	
Sam Houston State University	2018
• <i>Developmental Advising: The Holistic Approach</i> • <i>Unpacking the Role of an Academic Advisor</i>	
University of Massachusetts Lowell	2018
• <i>Developmental Advising: The Holistic Approach</i>	
NACADA Region VII Conference	2013
• <i>Advising as Teaching: Mentoring Outside the Classroom</i>	
Texas Christian University, Advisor Professional Development Series	2012
• <i>Advising as Teaching: Mentoring Outside the Classroom</i>	
University of Texas at Arlington Advising Association Presenter	
• <i>Advising as Teaching: Mentoring Outside the Classroom</i> • <i>Safety in Numbers</i>	2012 2009

University of Texas at San Antonio Advising Conference	2009
• <i>Safety in Numbers</i>	

Awards

Outstanding Academic Advisor Award, <i>Runner Up</i>	2008-2009
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PROFESSIONAL ORGANIZATIONS

National Academic Advising Association (NACADA),	2006-present
Consultant and Speaker Service Advisory Board Member	2015-2024
Awards Reader	2008-2022
Health Sciences Commission Chair	2014-2017
Diversity Committee	2011-2013

National Association of Student Personnel Administrators (NASPA),	2017-present
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CAMPUS AND COMMUNITY INVOLVEMENT

Council of Advisors, University of Massachusetts Lowell	2017-present
Tri-Chair	

Pi Kappa Alpha Fraternity, University of Texas at Arlington	2015-2017
Chapter Advising Board Member	

SafeZone, Texas Christian University	2010- 2014
Trainer and Facilitator	

University of Texas at Arlington Advising Association (UTAAA)	2006-2010
President Elect, 2009-2010	
Corresponding Secretary, 2008-2009	

Staff Advisory Council (SAC), University of Texas at Arlington	2006-2010
Communications and Bylaws Committee	

To: City of Nashua Board of Alderman

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From: Louis C. Juris

56 Haines Street, Nashua NH 03060

Email: [REDACTED]
[REDACTED]

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Subject: Nomination for **City of Nashua Ethics Committee.**

Date: 12/15/2025

Lou is a Graduate of Nashua Senior High School, in 1988 he graduated from Northeastern University with a BS Degree in Electrical Engineering. He had a career at the MBTA in Boston MA that lasted almost 25 years on the Engineering and Maintenance Staff, involved primarily in the engineering and maintaining of all subway communications and rolling stock infrastructure, otherwise he was engaged in projects, new construction, specifications, contracts and third party contractor management, all over the MBTA System. In 2015 he took early retirement.

Lou has been a Selectman and Ballot Inspector at the Ward 7 polling location during elections. He is currently serving as Ward 7/Hillsborough 7, State Representative. He is also a Landlord and a Substitute Crossing Guard for the Nashua School District.

Lou lives on Haines Street with his 2 adult daughters.

From: noreply@civicplus.com
Sent: Sunday, January 18, 2026 11:07 PM
To: Mayor Web Forms; Sullivan, Matthew
Subject: Online Form Submittal: Volunteer For A Board or Commission Form

Follow Up Flag: Follow up
Flag Status: Flagged

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Volunteer For A Board or Commission Form

First Name Adam

Last Name Thompson

Your Email Address

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Phone Niumber

Redaction of private telephone number pursuant to 91-A:5,IV, confidential information and disclosure would constitute invasion of privacy

Address 30 Front Street Apt 715

City Nashua

State NH

Zip Code 03064

Board or Commission Applying For: Ethics Review Committee

Add Your Own Notes and Comments I am submitting this form to apply for appointment to the Ethics Review Committee. I currently serve as Selectman for Scenic and Historic Ward 3 and have experience requiring impartial judgment, confidentiality, and adherence to established rules and ethical frameworks. I would welcome the opportunity to contribute to the Committee's work in support of public trust and the fair, neutral application of the City's ethical standards.

Upload Resume or CV (.txt, .pdf, .doc, .ods) Adam Thompson Resume ERC.pdf

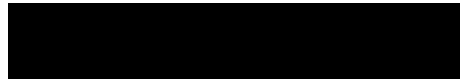
Upload Letter of Intent (.txt, .pdf, .doc, .ods) Adam Thompson ERC Letter of Intent.pdf

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Adam Thompson

30 Front St., Apt 715, Nashua, NH



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January 18, 2026

Dear Members of the City of Nashua Administration,

I am writing to express my interest in appointment to the City of Nashua's Ethics Review Committee.

I currently serve as Selectman for Scenic and Historic Ward 3 and have professional experience that has consistently required impartial judgment, careful documentation, and adherence to established rules and ethical frameworks. I am interested in contributing to the Committee's work in support of public trust and the fair, neutral application of the City's ethical standards.

In my role as Selectman, I am responsible for the administration and integrity of ward-level elections, including maintaining the voter checklist, certifying election results, and addressing voter concerns in accordance with statutory requirements, confidentiality obligations, and neutrality standards. This work has reinforced the importance of process discipline, clear boundaries, and consistency when evaluating matters that affect public confidence.

I also serve on the organizing committee of the Neurodiversity and Disability Alliance Caucus within the New Hampshire Democratic Party, where I have supported governance development and bylaw drafting while routinely handling sensitive and confidential information related to medical disabilities, accommodations, and access needs. This experience has required strict discretion, respect for disclosure boundaries, and a clear distinction between advocacy activities and roles requiring neutral judgment.

Earlier in my career, I served for eleven years as a public school educator in Brockton, Massachusetts, working under regulated professional standards involving confidentiality, documentation, and due process. I am also a United States Marine Corps veteran, where I served in logistics-focused roles supporting joint and allied operations and was trained in ethical decision-making, chain-of-command responsibility, and disciplined adherence to established procedures.

I would welcome the opportunity to contribute a careful, process-oriented perspective to the Ethics Review Committee and to support the City's commitment to integrity, transparency, and public trust.

Thank you for your consideration.

Respectfully,

Adam Thompson

ADAM THOMPSON

CIVIC VOLUNTEER | VETERAN | FORMER EDUCATOR

30 Front St Apt 715 Nashua, NH 4 [REDACTED]

PROFESSIONAL OVERVIEW

Public servant, U.S. Marine Corps veteran, and former public school educator with experience in impartial review, confidential matter handling, and adherence to established rules and procedures. Brings a disciplined, process-oriented approach to evaluating complaints and applying written standards fairly and consistently. Committed to due process, discretion, and maintaining public trust through careful documentation, neutrality, and respect for defined ethical frameworks.

WORK EXPERIENCE

Selectman, Scenic and Historic Ward 3, City of Nashua

January 2026 - Present

- Elected municipal official responsible for the administration and integrity of ward-level elections
- Maintain and certify the voter checklist and assist voters throughout the election process
- Serve as a required signatory on election warrants and election reports, ensuring accurate tallies and proper accounting of ballots, including absentee ballots
- Support the orderly operation of polling places, including voter flow, polling place readiness, and compliance with established election procedures
- Coordinate with the Moderator, Ward Clerk, ballot inspectors, and city staff to ensure accurate reporting, documentation, and certification of election results
- Address voter concerns and perform election duties with impartiality, confidentiality, and adherence to statutory requirements, ethical standards, and neutrality obligations
- Apply established procedures consistently and fairly when resolving competing interpretations or administrative issues

Vice Chair, Organizing Committee

Neurodiversity and Disability Alliance (NDA) Caucus

New Hampshire Democratic Party

- Provide leadership on the organizing committee of a recognized constituency caucus, supporting internal process development and committee coordination
- Support development and revision of internal bylaws and procedural rules emphasizing fairness, clarity, and appropriate safeguards
- Maintain strict discretion and confidentiality when supporting members navigating complex personal, medical, or procedural matters
- Maintain clear distinctions between advocacy activities and roles requiring neutral judgment and process integrity

- Maintain strict confidentiality regarding sensitive medical, disability, and accommodation information, including information involving public officials and volunteers, and adhere to clear boundaries regarding disclosure and use

PUBLIC SCHOOL EDUCATOR

Brockton Public Schools, Brockton, MA

2005 – 2016

- Applied written policies, codes of conduct, and evaluation standards consistently across diverse student populations
- Maintained confidentiality of student records and sensitive information in compliance with legal and ethical requirements
- Documented incidents, assessments, and determinations with accuracy and attention to due process
- Exercised professional judgment in complex situations involving competing interests, safety concerns, and established procedures

MILITARY SERVICE

United States Marine Corps

July 1999 – July 2003 | Honorable Discharge

- Deployed in support of U.S. operations during the Iraq War
- Served in logistics focused roles supporting joint and allied operations, including assignments with ANGLICO and as Chief Embarkation NCO at MCB Camp Fuji (Japan), with responsibilities involving coordination, accurate information exchange, accountability of personnel and resources, and strict adherence to established procedures and documentation requirements
- Trained in ethical decision-making, responsibility under chain of command, and compliance with established rules and standards
- Operated in high-stakes environments requiring discipline, accuracy, accountability, and sound judgment

EDUCATION

Bachelor of Arts in History - Bridgewater State College - 2006

Historical Teaching Licensure

History (5-8, 8-12) • Biology (8-12) • General Science (5-8) • Mathematics (5-8)

RELEVANT SKILLS

Ethical review and analysis • Impartial judgment • Confidential information handling • Due process adherence • Conflict-of-interest awareness • Procedural compliance • Bylaw and procedural rules drafting • Records evaluation and documentation accuracy • Standards interpretation • Consensus-based deliberation • Clear written and verbal communication

From: noreply@civicplus.com
Sent: Monday, December 01, 2025 8:55 PM
To: Mayor Web Forms; Sullivan, Matthew
Subject: Online Form Submittal: Volunteer For A Board or Commission Form

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Volunteer For A Board or Commission Form

First Name	Justin	
Last Name	Hoprich	
Your Email Address		Redaction of private email address pursuant to 91-A:5,IV, confidential information and disclosure would constitute invasion of privacy
Phone Niumber		Redaction of private telephone number pursuant to 91-A:5,IV, confidential information and disclosure would constitute invasion of privacy
Address	29 Lutheran Dr	
City	Nashua	
State	NH	
Zip Code	03063	
Board or Commission Applying For:	Mine Falls Park Advisory Committee	
Add Your Own Notes and Comments	After volunteering at Trail Days for 2 years, I would like to join the committee, learn about how things work, and contribute what I can.	
Upload Resume or CV (.txt, .pdf, .doc, .ods)	<u>HoprichResume12.1.25.pdf</u>	
Upload Letter of Intent (.txt, .pdf, .doc, .ods)	Field not completed.	

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Justin Hoprich

Nashua, NH 03063



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Work Experience

Quality Engineer

BAE Systems-Nashua, NH

July 2025 to Present

- Reviews and qualifies hardware before sell-off by ensuring parts conform to contractual agreements and company policy and procedures.
- Evaluates, investigates, and solves non-conformances of inhouse and supplier manufactured items.

Quality Control and Manufacturing Intern

Piaggio Fast Forward-Boston, MA

August 2023 to March 2025

- Performed inspections on robotic system components, including plastics, metals, fasteners, PCBs, wiring, and mechanical assemblies to ensure compliance with engineering drawings and quality standards.
- Developed inspection reports and plans using GD&T principles, dimensional analysis, and functional requirements.
- Utilized precision metrology tools (calipers, micrometers, height gauges, and optical comparators) for high-accuracy inspections.
- Reduced supplier defects from 40% to <10% between sample and production stages through continuous improvement initiatives and manufacturing feedback.
- Designed and built custom fixturing via additive manufacturing, enhancing metrology efficiency for non-standard components.
- Created robot performance obstacle courses to collect data for design iterations and verify basic functionality.
- Demonstrated enterprise beyond my core role.

Light Technician, AV Support

Sky Events Unlimited-Daytona Beach, FL

October 2021 to June 2023

- Installed support structures and operated various lighting and sound systems.
- Ensured strong customer relations by exceeding expectations despite limited venue resources.

Hospitality Coordinator

Touch-N-Go Productions-Daytona Beach, FL

October 2018 to December 2021

- Fulfilled contractual agreements, catered food, processed expenditure receipts, created a budget based on previous spending and future activity, maintained and organized Green Room and supplies.
- 270+ Volunteer hours.
- NACA South Delegate.

Sales Associate

Lowe's Home Improvement-Nashua, NH

June 2020 to August 2020

- Facilitated sale of merchandise and directed customers to specialists best suited for their needs.

Chief Petty Officer

United States Naval Sea Cadet Corps

January 2010 to December 2018

- Leader of local Division and responsible for weekly emails and training.
- Attended or staffed semiannual trainings.

Cashier

Chick-Fil-A-Nashua, NH

October 2015 to February 2017

- Operated and maintained front-of-house, tactfully met guests' needs during rush hours, closed store and prepared for transitioning morning shift crew by task-based checklist.

Education

Applied Engineering (B.S.)

Keiser University-Ft Lauderdale-Fort Lauderdale, FL

June 2023 to May 2025

Skills

- Small Amount Budgeting
- Cross-functional Teamwork
- IPC 610
- Event Planning and Production
- Wet-Lay Composites
- Forklift Certified
- Microsoft (Word, PowerPoint, Sway, Access)
- Fusion 360 and Cura
- FDM 3D Printing
- Google (Drive, Docs, Slides, Forms)
- Metrology Tools and Equipment
- Beginner with CATIA, MATLAB, Arduino
- Jira

Languages

- English - Fluent

Links

<https://www.thingiverse.com/justinmustin/designs>

<http://www.linkedin.com/in/justinhoprish/>

Certifications and Licenses

Driver's License

From: noreply@civicplus.com
Sent: Monday, November 17, 2025 10:55 AM
To: Mayor Web Forms; Sullivan, Matthew
Subject: Online Form Submittal: Volunteer For A Board or Commission Form

Follow Up Flag: Follow up
Flag Status: Flagged

CAUTION: This email came from outside of the organization. Do not click links or open attachments if the source is unknown.

Volunteer For A Board or Commission Form

First Name	Kamal	
Last Name	Masand	
Your Email Address		Redaction of private email address pursuant to 91-A:5,IV, confidential information and disclosure would constitute invasion of privacy
Phone Number		Redaction of private telephone number pursuant to 91-A:5,IV, confidential information and disclosure would constitute invasion of privacy
Address	20 Jennifer Dri	
City	Nashua	
State	NH	
Zip Code	03062	
Board or Commission Applying For:	Mine Falls Park Advisory Committee	
Add Your Own Notes and Comments	I have been active participant for last 10 years at Volunteer days . I am also part of Nashua Lions ICub and participates in volunteer activities in NH for various Projects.	
Upload Resume or CV (.txt, .pdf, .doc, .ods)	Field not completed.	
Upload Letter of Intent (.txt, .pdf, .doc, .ods)	Field not completed.	

Email not displaying correctly? [View it in your browser.](#)

Profile:

Kamal Masand

20 Jennifer Drive, Nashua, NH 03062.

Education: Bachelor's in business, Law and MBA

President of I.T. Insiders, 358 Main Street, Nashua, NH

Lion for over 24 years.

Board of Director. Nashua Lions Club

President Nashua Lions for 2 years.

NH 44H Lions= District Governor

NH MD44= Council Chair

NH Sight and Hearing Foundation: Vice President 2025-2026

.Melvin Jones Fellow. Lion of Year award. Certification of appreciation from LCI

Services: Participated in Vision screenings for Schools and Various events. Mine Falls

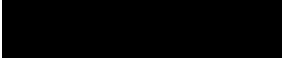
48 Hours of Hunger, Nashua Soup Kitchen, Nashua Food Bank to name few

From: noreply@civicplus.com
Sent: Wednesday, December 03, 2025 9:15 AM
To: Mayor Web Forms; Sullivan, Matthew
Subject: Online Form Submittal: Volunteer For A Board or Commission Form

Follow Up Flag: Follow up
Flag Status: Flagged

CAUTION: This email came from outside of the organization. Do not click links or open attachments if the source is unknown.

Volunteer For A Board or Commission Form

First Name	Michael	
Last Name	Sliwa	
Your Email Address		Redaction of private email address pursuant to 91-A:5,IV, confidential information and disclosure would constitute invasion of privacy
Phone Number		Redaction of private telephone number pursuant to 91-A:5,IV, confidential information and disclosure would constitute invasion of privacy
Address	28 Woodfield Street	
City	Nashua	
State	NH	
Zip Code	03062	
Board or Commission Applying For:	Mine Falls Park Advisory Committee	
Add Your Own Notes and Comments	I have been a proud resident of the city for over 35 years and have enjoyed countless walks, runs, and bike rides through Mine Falls solo and with my family. This beautiful area is a true gem for our community—a place where residents can connect with nature and enjoy the outdoors just steps from downtown. I am passionate about preserving and enhancing this space so that it remains accessible and enjoyable for everyone. Joining the Mine Falls Advisory Committee would allow me to contribute to maintaining and improving these resources for current and future generations.	
Upload Resume or CV (.txt, .pdf, .doc, .ods)	<u>Michael Sliwa Resume 120325.pdf</u>	
Upload Letter of Intent (.txt, .pdf, .doc, .ods)	Field not completed.	

Michael R. Sliwa

Nashua, NH • [Redacted]

Executive Account Manager

Results-driven professional with 25+ years of experience in driving revenue growth and building long-term client partnerships. Recognized for delivering strategic account solutions that align with business objectives and maximize value. Expertise spans sales, account management, project management, professional services, and customer success across diverse industries, including healthcare, technology, consumer goods, retail, and manufacturing. Known for fostering trust, advocating tailored solutions, and sustaining exceptional client relationships.

Core Competencies

- | | | |
|---|--|---|
| <ul style="list-style-type: none">• Account Management• Client Relations• Leadership & Team Building• Strong Verbal Communication• SaaS / Healthcare Industry | <ul style="list-style-type: none">• Consultative Sales & Upsell• Solutions Development• YOY Growth• Internal Partnerships• Business Strategies | <ul style="list-style-type: none">• Project Management & Implementations• Positive, Optimistic & Upbeat• Contract Execution• Salesforce, Gainsight, SharePoint, JIRA |
|---|--|---|

mPulse Mobile Inc. – Woodland Hills, CA

<i>Senior Customer Success Manager, Client Services</i>	<i>December 2024 – October 2025</i>
Overview: As the primary owner of the overall health of 15 client accounts, representing a total annual revenue of \$4 million, I was responsible for maintaining strong client relationships and ensuring the ongoing success of each partnership. My role encompassed full accountability for the health of these accounts, including the management of renewals and the identification of opportunities for upselling existing clients.	

Personify Health Inc. – Burlington, MA – (Silverlink Communications Acquired by Welltok October 2015, VirginPulse acquired 2021, named changed to Personify Health 2024)

<i>Director, Customer Success, Client Services</i>	<i>October 2021 – April 2024</i>
<i>Manager, Customer Success, Client Services</i>	<i>January-September 2021</i>
<i>Customer Success Manager, Client Services</i>	<i>2019- 2020</i>
<i>Senior Strategic Sales Executive, Sales & Strategy</i>	<i>2013- 2019</i>
<i>Sales Executive, Sales & Strategy</i>	<i>2012- 2013</i>
<i>Professional Service Manager, Client Services</i>	<i>2006- 2011</i>

Overview: Co-Led the Customer Success Management Team. Primary owner of the relationship and accountable for the health of the Team’s accounts. Vital at ensuring that clients realize maximum value and achieve their desired business outcomes by advising clients on best path within solution capabilities, technologies, and services. Prospect existing clients for any upsell opportunities. Manage compliance and delivery of multiple contractual commitments, products and implementations. Consult with the customer to map goals to Personify’s solutions and services, identifying evolving business needs and opportunities for growth. Responsible for hiring

- Led a team of seven (7) Customer Success Managers, with a book of business of over \$18 million annually

- Responsible for over 10+ Health Plan, Health Service and PBM accounts with revenue generating over \$5M + annually.
- Awarded Top Sales Performer 2012, 2015, & 2017
- Implemented new processes related to time tracking, client ticketing system and invoicing.
- Increased revenue in top account by 20% in 2018 and 11% in 2019
- Increased overall NPS score for client base by 1.5 points (7.3 to 8.8 on a 10-point scale)
- Achieved 95% or better on average of meeting or exceeded annual revenue targets historically
- Established internal strategic relationships across the company including after the acquisition (s)

Qualex, Inc – Durham, NC – (Division of Kodak Inc.)

Call Center Supervisor, Remote

2005 – 2006

Call Center Supervisor

2000 – 2005

Overview: Managed bi-coastal virtual call center for fifty-four agents, offering approximately 3,000 calls daily. Supervised 25 agents. Led all operational activities including: monitoring workflow, resource allocation, inbound call volume distribution, all outbound activities, remote rep inquiries, technical/telephony support and conflict resolution.

- Accepted remote supervisor position after staff restructure in February 2005, and led transition process from internal call center capabilities to remote capabilities in 2005 for 25 agents.
- Increased National Retailer Survey scores 57% in related areas such as: agent helpfulness and client satisfaction. Overall satisfaction score improved 11% in 2005.
- Demonstrated exceptional achievement results in leadership, trust and communications on the annual employee rating survey for four years consecutively.
- Active team member for annual corporate Best Practice audit related to organizational policies, procedures, and practices, which scored a 95% or better four years.
- Implemented several employee retention programs that ultimately increased Employee Satisfaction.
- Led Key Account Service Program implementing cross training, coaching forms, and performance evaluations for department, resulting in a higher level of satisfaction.
- Created multiple process improvement procedures for remote call center work flows that increased productivity 60% to 90% in 2005.

Education

B.S.: Organizational Management • Daniel Webster College • Nashua, NH

A.S.: Business Administration • New Hampshire College • Manchester, NH

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Redaction of private telephone number pursuant to 91-A:5,IV, confidential information and disclosure would constitute invasion of privacy

Michael Sliwa Nashua, NH •

Stephanie Ballentine MS, RN, APRN, FNP-BC
9 Bartlett Avenue
Nashua, NH 03064


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Redaction of private telephone number pursuant to 91-A:5,IV, confidential information and disclosure would constitute invasion of privacy

16 years of Advanced Clinical Practice

As a Nurse Practitioner and Primary Care Provider, my clinical approach embraces the importance of preventive health and lifestyle management and patient education. My diverse nursing background provides a special depth of clinical expertise and an empathic practice style.

APRN

SJH Mobile Health Clinic

Rivier University Student Health Center

Foundation Adult Medicine, Nashua, NH

St Joseph Hospital Gastroenterology, After Hours Primary Care, Internal Medicine, Nashua

Elliot Primary Care, Londonderry

Acute Care/Mobile Health Clinic – provide acute medical care, wound care, disease screenings, resources and referral primarily to unhoused persons of all ages in the Community

College Health - provide Urgent Care to Rivier students living on campus

Internal Medicine – past Primary Care Provider - medical management of acute and complex illnesses; chronic multi-system conditions, women's health, mental health and substance abuse.

Gastroenterology/Hepatology - consultative, diagnostic, treatment of a spectrum of GI/hepatic illness

Medicine/Pediatrics – acute, chronic, and preventive care across the lifespan

Other Work History

Assistant Professor, Graduate/FNP Program, Division of Nursing and Health Professions. Family Nursing Theory, Seminar and Practicum.

Preceptor to FNP students of all levels for many years in Med/Peds, Internal Med.

Faculty, St. Joseph School of Nursing (LPN), Nashua, NH

Public School Nurse, Substitute, Nashua School District, Nashua, NH

Home Care RN, Home Health and Hospice Care, Nashua, NH

Operating Room, Massachusetts General Hospital, Boston, MA

Operating Room, Emory University Hospital, Atlanta, GA

ICU, CCU Richland Memorial Hospital, Columbia, SC

Education

MS, FNP Rivier University

BSN, Rivier University

ASN, University of South Carolina

Certification/Licensure/Membership

Family Nurse Practitioner, ANCC

NH licensed APRN

Licensed RN in NH, MA, GA, and SC

NH Nurse Practitioners Association

Vassar, Emily

From: noreply@civicplus.com
Sent: Monday, December 29, 2025 4:02 PM
To: Mayor Web Forms; Sullivan, Matthew
Subject: Online Form Submittal: Volunteer For A Board or Commission Form

Follow Up Flag: Follow up
Flag Status: Flagged

CAUTION: This email came from outside of the organization. Do not click links or open attachments if the source is unknown.

Volunteer For A Board or Commission Form

First Name	Stephanie	
Last Name	Moll	Redaction of private email address pursuant to 91-A:5,IV, confidential information and disclosure would constitute invasion of privacy
Your Email Address		Redaction of private telephone number pursuant to 91-A:5,IV, confidential information and disclosure would constitute invasion of privacy
Phone Number		
Address	15 Ledgewood Hills Drive	
City	Nashua	
State	NH	
Zip Code	03062	
Board or Commission Applying For:	Arts Commission	
Add Your Own Notes and Comments	I wish to be considered for the Nashua Arts Commission.	
Upload Resume or CV (.txt, .doc, .ods)	STEPHANIE A MOLL RESUME Nashua Arts.pdf	
Letter of Intent (.txt, .doc, .ods)	NAC Letter of Intent Moll.pdf	

not displaying correctly? [View it in your browser.](#)

Nashua Arts Commission, Letter of Intent, Stephanie Moll December 29, 2025

To the Nashua Mayor, Aldermen, and current Arts Commission members:

Thank you for inviting me to apply for a membership position on the Nashua Arts Commission, beginning in 2026.

Supporting the Nashua arts community as a cultural resource would be a distinct honor. I am fully committed to the commission's mission of facilitating, advocating, coordinating, and educating on behalf of the city's vibrant arts and cultural assets.

As my corporate career demonstrates, I have extensive experience facilitating and coordinating complex programs. I am eager to help grow and maintain commission initiatives to ensure they achieve their intended goals. Throughout my professional life, my success has been built on a foundation of meticulous attention to detail while remaining mindful of the people invested in each project.

I am already an active advocate for the arts in Nashua. On any given week, I can be found promoting our local offerings to friends, neighbors, and strangers alike, both in person and via social media. Some of the programs and places I promoted and attended this past year include:

- The Art Hub: Opening celebration and regular visits
- International Sculpture Symposium: Artist visits and installation viewings
- Seasonal Festivals: The Summer and Winter Strolls
- Public Art: The Library Walk (alley), city murals, and sculpture walking tours
- Riverfront Development: Usage of the walk, park, and venues
- Community Events: Multicultural Celebration at the Library
- Theatrical Performances: Actors Singers and Nashua Theatre Guild performances, including Shakespeare in Greeley Park

As a member of the Arts Commission, I am thrilled by the prospect of learning about all the offerings and advocating for them in a broader, more impactful capacity. I also look forward to contributing new ideas for future events and programming.

Regarding arts education, I am confident that my 30+ years in corporate and college education will bolster the commission's efforts to increase awareness within our schools. My own experience in a robust school art, music and theater program initially led me to pursue a career in the arts. I believe the inclusive nature of arts and culture is an experience every Nashua student deserves.

In summary, I am honored to be considered and feel confident that I can lend my time, effort, and ideas to the FACE of arts and culture for the City of Nashua.

Sincerely,
Stephanie Moll

STEPHANIE A MOU

SUMMARY

Highly collaborative, organized, and employee-centric learning and development and change management / digital transformation project manager. Significant experience successfully leading training and change initiatives from consulting through needs and impact assessment, intervention design, delivery for instructor-led, live virtual and eLearning content. Expertise in performance management, recruiting, leadership, coaching, professionalism, sales, customer service and IT systems content areas. Superior consulting and writing skills. Fun and warm personality.

KEY STRENGTHS

Learning Management

Developing and managing training programs in varied disciplines from end to end.

Work with key stakeholders to:

- Analyze and assess performance gaps/training needs and intervention
- Uncover root causes and create solutions
- Create Competency Models for Sales, Customer Service, Leader and other roles
- Select best delivery methods based upon audience, content, and value to the stakeholder (classroom, blended, virtual live / webinar, or eLearning)

Change Management / Digital

Transformation Prepare organizations for change and the associated learning.

Assess key stakeholders and change impacts to provide:

- Impacts by role
- Risk assessments
- Communication plans, strategies, campaigns
- ADKAR pulse measures
- Learning Map and approach
- Learning design, development and delivery
- Managing Transitions implementation [William Bridges]

Instructional Design, Systems and Leadership Certifications

Creating highly engaging and interactive learning assets.

Instructional Design

- eLearnings with simulations and scenario-based lessons: Articulate 360, Rise and Storyline
- Videos: Camtasia, Canva Professional, Vyond
- AI - Voice narration, Eleven Labs
- Interactive Job Aids - PPT/ embedded into software
- Online Help: Guided Tours

Systems and AI

- Salesforce, SAP, Microsoft, Google: Gemini, Suite, Sites

Certifications

- HBDI, DDI, MBTI

VOLUNTEER EXPERIENCE

Nashua Theatre Guild, Corresponding Secretary

February 2023 – Current

- Create and manage key organization communications and marketing tasks including email newsletters, “contact us” responses, newspapers articles and releases and community outreach.
- Write and submit grant applications
- Manage ticketing site and box office
- Support actors, directors, stage managers, board members as needed

Theater Ushering and Box Office

Actors Singers, Nashua. Nashua Center for the Arts, Nashua. The Palace Theater and Majestic Theaters, Manchester, NH. Seacoast Repertory Theater, Portsmouth, NH.

PROFESSIONAL EXPERIENCE

AGERO, INC. Medford, MA

April 2024 - Present

A white-label nationwide roadside assistance, accident management, consumer affairs, and digital dispatch solution business informed by deep industry expertise. More than 100 leading corporate partners supporting over 115 million of their loyal customers. 1500 Agero associates and 225 people leaders.

Manager of Learning and Development - Corp Learning Development

Create and manage in-person, virtual-live and eLearning educational programs for a corporate, professional audience. Key instructional designer for corporate learning team. Create and manage Google and intranet sites.

Key successful learnings designed and launched:

- | | | |
|---|--|---|
| Compensation eLearning Series: | ▪ Psychological Safety | ▪ Google Gemini AI Tools and Productivity |
| ▪ Foundations | ▪ Network Partner Negotiation | ▪ Business Acumen/ Product |
| ▪ Compensation for Performance | ▪ Art of Delegation | ▪ Insurance eLearning Series |
| ▪ Compensation for Promotions and Adjustments | ▪ Presenting with Impact (4-part Series) | ▪ Annual Compliance Series |
| ▪ Compensation Conversations | ▪ Interviewer Skills eLearnings | ▪ Sigma Computing videos |

CHARLES RIVER LABORATORIES, Wilmington, MA

January 2018 – April 2024

Operates 100 facilities across 20 countries providing services to advance pharmaceutical basic research, discovery, safety and efficacy, clinical support, and manufacturing. Partners with leading biotechnology, pharmaceutical, agrochemical, government, and academic organizations. Over 18K employees worldwide.

Global technology, Organizational Change Management, Learning Manager

Manage digital transformation training adoption and change management experience for IT projects and global efforts:

- Manage and develop Instructional Design team
- Ensure employees of new mergers and acquisitions are proficient in SAP – average 400 plp per project
- Enable successful implementation of Salesforce customer communication platform through targeted change activities and comprehensive hands-on training
- Create and deliver effective learning strategies for innovative digital business systems and tools
- Develop Articulate eLearnings with embedded Storyline hands-on simulations to serve large audiences and solve complex delivery scenarios
- Created Guided Learning and training for SAP Success Factors Learning Management System
- Host CRL Trainer Perspectives Podcasts Instructional Design and Performance Consulting skills
- Lead HBDI (Hermann Brain Dominance Instrument) Individual and Team Debrief sessions

ENDURANCE INTERNATIONAL GROUP, Burlington, MA

July 2010 - December 2017

(Constant Contact, HostGator, IPage, Bluehost, SinglePlatform, Domains.com and more). Leading brand conglomerate provider of B2B and B2C website creation and hosting, domains, email, social and engagement marketing software services. Annual revenue 1.2 billion, 3000+ employees, five call centers, 440+ leaders.

Enterprise Learning Manager (Endurance International Group)

May 2016 – December 2017

Provide learning consulting, design and development across all brands focused on Customer service, Coaching, Leadership, performance management and customized to close performance gaps. Equip 33-person training organization with delivery, design and consulting skills.

- Designed and implemented new brand agnostic New Hire Customer service lessons (7 hours of learning across 10-day new hire training). Certified trainers in each brand.
- Co-designed and launched “Leading the Endurance Way: Foundations” 2-day new leader program rolled out to 400+ people leaders in 2017
- Designed and implemented “Trainer Facilitation skills Workshop” and for internal training team
- Customized and delivered “Managing Transitions” (William Bridges) workshop across brands
- Customized transactional coaching model for Sales and Support leaders and rolled to all brands
- Led MBTI (Myers Briggs Type Indicator) Team Learning Sessions

Learning Program Manager/ Sr. Performance Consultant (Constant Contact)**July 2012 – May 2016**

Design and deliver end to end performance/behavior solutions to meet Customer Operations goals and Customer Support Career Development Program. Consult with stakeholders, design, deliver training and other interventions and evaluate success. Manage Leader Coaching Program for Support and Sales.

- Designed/ delivered customer support and billing soft skills trainings “Connecting with your Customer”
- Customized and delivered “Leadership Coaching” and “Peer Feedback” for Customer Ops and Sales
- Created Salesforce.com Guided Coaching tool – embedded inside CRM for increasing customer engagement and reducing churn
- Performance Gap ongoing resolution: Uncovered support frontline performance gap trends. Identified root causes and created interventions to resolve gaps and improve performance results
- Created behavior-based customer interaction model for “saving” customers who intend to cancel their service, resulting in an 150% increase customer retention
- Sales Enablement: Daily Productivity Gap: Analyzed scope of behaviors; devised new daily practices to increase calls/connects and created Rep development plans

Instructional Design Specialist (Constant Contact)**July 2010 – July 2012**

Design and deliver/produce classroom training and eLearnings for frontline Sales, Sales Leaders, Customer Support Frontline and External Customers.

- Developed and implemented 5-module Sales Leadership Coaching development for Sales Managers and Coaches. Resulting in increased adds, employee engagement and focused sales skill development.
- Envisioned and delivered a new Sales Voicemail model that almost doubled prospect call backs
- Designed and delivered “Social Media Marketing” workshop to 100% of Customer Support and Sales
- Translated marketing vision “Email + Social” into comprehensive workshop and job aids to enhance Sales Reps in social media consulting and sales skills.
- Engaged eLearners using movie and everyday references to illuminate the similarities and differences of the 7 types of Constant Contact Partners

COMCAST CORPORATION, Manchester, NH**Oct 1997 – July 2010**

North Central Division (NCD); five geographic regions, 22,000 employees, over 40 instructors and 1,000 monthly training participants.

Learning and Development Performance Management / Leadership Accomplishments

- Selected to represent NE division on national Team Talent. Designed and implemented training tools for Comcast’s Talent Management Program – Developed competency models, training, and tools. Designed SMART goal training using an easy, customized 3-step approach.
- Engagement Survey – Designed and delivered training to leaders for interpreting results and facilitating team meetings to improve team engagement.
- Designed and facilitated Career/Professional Development Programs: Stress Management, Resume Writing, and Meeting Management courses.
- Designed Coaching for Success, which consistently achieved Level 1 feedback with average overall scores over 4.77 out of 5.0. Developed Peer Coaching workshops for individual contributors.
- Partnered with Care/Technical leadership to design and facilitate Amazing Interviewing, behavioral-based interviewing and Resume Writing for leaders and individual contributors. Course was incorporated into career training programs.
- Partnered with Comcast University and HR leaders to design and deliver three-day new employee orientation program, Connect.

Learning and Development Sales and Retention / Customer Care Projects

- Enabled Broadband sales leaders to motivate 100% of their diversified teams by designing and facilitating Motivating Employees program.

- Achieved score of 4.93 out of 5.0 on Level 1 participant feedback for course content of new hire Customer Retention course design. Created simple, five-step retention process.
- Contributed to 38% average, year-to-year increase in Basic Cable sales for first half of 2009 by designing Digital Broadcast Transition – Beyond the Overview, a self-paced CBT which prepared all NCD employees to answer customer and consumer questions and acquire new customers.
- Customized five comprehensive instructor-led sessions for Comcast's Digital Network Enhancement project. Trained over 17,000 field technicians, customer care, and sales representatives.

Learning and Development Evaluation Analyst Projects

- Evaluated new-hire curriculum. Identified strengths and development areas.
- Conducted and communicated monthly analysis of regional and individual instructor delivery.

Certified Facilitation

- Leading the Way, Focus Performance Management, Coaching for Excellence, Franklin Covey First Things First, Crossing the Line Harassment Prevention, DDI Targeted Selection, Managing Personal Growth, DISC Personality Styles.
- Sales 101, Handling Difficult Customers, Listening and Communicating with Customers.
- Making Training Work and other train-the-trainer workshops.

CITIZENS BANK, Providence, RI Human Resource Development Officer

Managed multi-state performance management and management development training programs. Utilized performance consulting to design, develop, and implement Human Resources and Training interventions.

THE FLATLEY COMPANY, TARA HOTELS, Braintree, MA Director of Training

Customized and managed multi-phase training curriculum for 14 full-service hotels with 3,500 employees. Conducted management needs assessment. Implemented custom programs.

MARRIOTT HOTEL CORPORATION, Boston, Ma, Bethesda, Maryland and Atlanta, GA

- Nominated for the J. Willard Marriott Award of Excellence
- Area Manager, Northeast Region Fairfield Inns by Marriott. Supervised 20 managers, 200 staff, and 10 locations with \$13M budgeted revenues. Achieved top Customer Feedback Ratings; surpassed occupancy budget by 5%.
- Award: General Manager of the Year – Fairfield Inns by Marriott
- Training Manager, Fairfield Inns Division, Marriott

EDUCATION

- LESLEY UNIVERSITY, Cambridge, MA Master of Science, Management, Magna cum Laude, Thesis Excellence
- UNIVERSITY OF MASSACHUSETTS, Amherst, MA Bachelor of Science, Hotel Management, Cum Laude
- HARVARD UNIVERSITY, MA Continuing Education: The Consultant's Toolkit
- ATD (Association for Talent Development) Certificate: Managing Learning Programs
- WALDEN INSTITUTE, MA Certificate in On-Line Instruction

Jason Telerski

5 Shakespeare Rd | Nashua, NH 03062 | [REDACTED]

Hands-on Technology Leader with proven experience delivering and supporting enterprise software applications for Margin and Options Trading, Accounts Receivable, Billing, Carrier Reporting, and HR Benefits. Demonstrated success setting and implementing strategic vision, growing high-performing teams, managing on-time and on-budget delivery of large software development projects, managing ongoing application support, and collaborating with customers and vendors to deliver business value.

Career Experience

Fidelity Investments

Merrimack, NH

January 2002 – Present

Engineering Leader, Margin & Risk, Fidelity Brokerage Technology

April 2018-Present

- Lead agile software engineering teams developing Margin & Risk applications as part of a strategic Mainframe Modernization program building the Next Generation of Fidelity's Brokerage platform.
- Partner with senior business leaders to translate complex business and regulatory requirements into practical technology solutions.
- Set and execute technology strategy for distributed Reconciliation platform.
- Deliver batch and event-driven applications integrating legacy and modernized platforms running on multiple cloud and on-prem Oracle, CockroachDB, and DB2 environments.
- Champion Data Virtualization on Delphix, accelerating development and reducing time to market.
- Ensure platform stability by designing and implementing integrated support model for 200+ engineers and 80 prod and non-prod applications.

Director, Software Engineering & Development, Health & Welfare

July 2007- April 2018

- Platform owner for outbound carrier file creation and benefits billing capabilities
- Introduced automated code generation toolkit that reduced cost per report by 60% and time to market by 75%
- Increased development velocity with 5x increase in daily acceptance code installs
- Decreased production application footprint for billing platform 66% through environment consolidation
- Optimized staffing mix and reduced county-specific risk through new contracts with professional services vendors
- Minimized batch processing resource requirements with new change data capture model

Senior Manager, Software Engineering and Development

December 2005-July 2007

- Manager and hands-on Systems Analyst for development team responsible for support and enhancements of Oracle Receivables and custom Fidelity billing applications
- Worked directly with Oracle development to enhance the public APIs in Oracle Accounts Receivable to enable our transition from batch to real-time invoice creation

Project Manager & Systems Analyst

August 2003-December 2005

- Lead Systems Analyst for design and implementation of new benefits billing and payroll arrears platform
- Managed professional services resources during implementation of 500,000 participant strategic client

Senior Business Analyst

January 2002–August 2003

- Analyst and Project Manager for software development and process improvement projects for Health & Welfare Benefits

Technology

AWS, EKS, S3, EC2, AWS Batch, Event Bridge, Oracle, Cockroach DB, DB2, Kafka, MQ, Web Services, Docker, Java, PL/SQL, Jenkins, Sonar, Git, Terraform, Mainframe, Linux/AIX, Delphix, DataDog, Splunk, Jira, Informatica, BI Tools, Oracle eBusiness Suite

Education

University of Oregon
Eugene, OR
BS Political Science

University of New Hampshire
Durham, NH
MBA

University of Chicago
Chicago, IL
MA Middle Eastern Studies

OSCAR VILLACIS

 Nashua, NH |  [Redacted] | [LinkedIn](#)

PUBLIC AFFAIRS | FUNDRAISING & DEVELOPMENT | STRATEGIC COMMUNICATIONS

Award-winning media executive, nonprofit leader, and policy advocate recognized for driving high-impact fundraising, strategic communications, and community engagement across New Hampshire. Known for building **strong donor relationships**, securing major gifts, and **supporting multifaceted capital campaigns**. Brings **expertise in grant writing, board governance, and public affairs**, with a proven ability to amplify underrepresented voices and move diverse audiences. Deeply connected across New Hampshire's **nonprofit, political, and media ecosystems**, with a track record of elevating **mission-driven organizations** and delivering measurable results.

EXPERIENCE

Director of Communications

Campaign for Legal Services (CLS)

New Hampshire Legal Assistance (NHLA) & 603 Legal Aid | May 2025 – Present

- Lead **communications strategy** for the Campaign for Legal Services, the joint fundraising and awareness arm of NHLA and 603 Legal Aid.
- • Develop and manage statewide storytelling campaigns that highlight the impact of civil legal aid on New Hampshire families.
- • **Create branded content, press releases, newsletters, and social media materials to strengthen donor engagement and visibility.**
- • **Coordinate with attorneys, partners, and board members** to ensure consistent messaging across NHLA, 603 Legal Aid, and CLS platforms.
- • **Oversee event communications**, including the annual *Run for Justice 5K* and other community engagement campaigns.

Founder & Executive Producer

First Gen Multimedia | First Gen American Podcast | 2020 – Present

- Built a **multimedia platform** amplifying **immigrant voices, policy updates, and community leadership.**
- **Secured sponsorships & funding** from corporate partners, nonprofits, and government agencies.
- Partnered with **NHPR & NHPBS** to produce **bilingual policy content**, ensuring equitable access to legislative updates.
- Developed grant-funded media campaigns focusing on public health, civic engagement, and workforce development.

Vice President | Community Advocate

Nashua Children's Home | 2018 – 2025

- **Led major donor outreach**, securing critical funding for foster care, youth services, and housing programs.
- Partnered with **legislators & social service organizations** to **expand funding & policy protections for at-risk youth**.
- Spearheaded **fundraising campaigns**, driving new philanthropic partnerships.

Committee Member | Citizens' Advisory Commission

City of Nashua, NH | 2023 – Present

- **Oversees nonprofit funding allocations**, ensuring equitable resource distribution.
- **Advises city officials** on public policy, economic equity, and social welfare initiatives.
- Engages **corporate & foundation donors** in community investment strategies.

Public Health Media Strategist

Nashua Division of Public Health & Community Services | 2022 – 2025

- **Developed statewide fundraising & media strategy** for public health initiatives.
- Co-created **Speaking Our Minds**, a **five-language public health podcast**, increasing statewide access to critical resources.
- Managed **multilingual campaigns**, increasing donor & community engagement.

Director of Community Partnerships (Past Role)

Southern New Hampshire Health

- Designed and executed **public affairs campaigns** focused on **healthcare access & community outreach**.
- Built **corporate partnerships** to enhance **community health education initiatives**.

KEY SKILLS & EXPERTISE

- ✓ **Fundraising & Donor Relations** – Cultivating major donors, corporate sponsors, and foundation partners.
- ✓ **Capital Campaign & Grant Writing** – Securing large-scale funding for nonprofit initiatives.
- ✓ **Strategic Communications** – Developing policy-driven messaging & engagement campaigns.
- ✓ **Board & Stakeholder Engagement** – Mobilizing board members, committees, and corporate sponsors.
- ✓ **Event Planning & Sponsorships** – Executing large-scale community and donor events.
- ✓ **Latino Leadership & Advocacy** – Driving policy change & community investment in immigrant communities.

AWARDS & RECOGNITIONS

- 🏆 **Entrepreneur of the Year Nominee** – Stay Work Play NH (2023)
- 🏆 **Change-maker of the Year Nominee** – Stay Work Play NH (2023)
- 🏆 **Featured on the Cover of 603 Diversity** – Recognized for leadership in media & advocacy.

Richard Widhu Resume

Served 4 years (?) on Nashua Conservation Commission: help to clear invasive species, monitor boundary of Northwest Conservation Land, participate in trail walks and days of service with local schools.

Serving as Land Steward on the SPNHF property, Heald Tract, for 7 years, clearing trails, monitoring boundaries, reporting violations.

Member of the Green Sanctuary team at Unitarian Universalist Church of Nashua, working on projects to help residents lower heating costs through Window Dressers, composting through Grow Nashua.

Updated biography for Paula Lochhead

I am hoping to renew my membership on the Mine Falls Advisory Committee which expires in January 2026.

Prior to retirement, I was employed as an educator in both the public and private sectors. My employment history included Nashua Public Schools, Rivier University, and the American Textile History Museum in Lowell, Massachusetts.

Presently, I am a volunteer at the Nashua Historical Society where I have developed, promoted and implemented 2 very successful historic cemetery tours at cemeteries within the city of Nashua. I am leading a committee to determine the needs of our historic Abbot Spalding house; this committee will interface with a preservation company to develop a historic structures report. I also curate the historic textile and costume collection at the historical society.

I am a volunteer on the Nashua Arts Commission and have spearheaded a effort to establish a storywalk on the campus of the Nashua Historical Society in collaboration with the Nashua Public Library and an Eagle Scout who will construct the kiosks to display the book pages of the storywalk.

I am also a longstanding member of the Mine Falls Advisory Committee. I have participated in Mine Falls Trail Days and have been an advocate for securing the building integrity of the historic 1886 gatehouse.

Nashua is my home, and I strongly advocate for volunteerism to promote and improve our city.

Please consider my reappointment to the Mine Falls Advisory Committee.

Thank you,

Paula Lochhead

4 Westbrook Drive

Nashua



RESOLUTION

RENAMING THE “ARLINGTON STREET COMMUNITY CENTER” AS THE “GLORIA TIMMONS COMMUNITY CENTER”

CITY OF NASHUA

In the Year Two Thousand and Twenty-Six

WHEREAS, Alderwoman Gloria Timmons was a resident of Nashua since 1990 and a part of the My Brother’s Keeper initiative and was instrumental in establishing the Arlington Street Community Center. She started the Greater Nashua chapter of the NAACP in 2007, becoming its first president. She was a lifelong public servant and was elected to the Nashua Board of Education in 2017, then elected as Alderwoman-at- Large for the City of Nashua in 2021. Gloria passed away suddenly on October 29, 2025.

NOW, THEREFORE, BE IT RESOLVED by the Board of Aldermen of the City of Nashua that the “Arlington Street Community Center” be renamed as the “Gloria Timmons Community Center”.

LEGISLATIVE YEAR 2026

RESOLUTION:

R-26-008

PURPOSE:

**Renaming the “Arlington Street Community Center” as the
“Gloria Timmons Community Center”**

ENDORSERS:

**Mayor Jim Donchess
Alderman Thomas Lopez**

**COMMITTEE
ASSIGNMENT:**

Personnel/Administrative Affairs Committee

FISCAL NOTE:

Minimal administrative expense.

ANALYSIS

This resolution renames the “Arlington Street Community Center” as the “Gloria Timmons Community Center”.

Approved as to form:

Office of Corporation Counsel

By: Donna Clarke

Date: 21 January 2026



ORDINANCE

RELATIVE TO FLAGPOLES ON CITY HALL GROUNDS

CITY OF NASHUA

In the Year Two Thousand and Twenty-Six

The City of Nashua ordains that Part I “Administrative Legislation”, Chapter 5 “Administration of Government”, Part I “General Provision” Article I “Miscellaneous Provision” Section 5-4 “City lands and buildings” of the Nashua Revised Ordinances, as amended, be hereby further amended by adding the new underlined language as follows:

“§ 5-4. City lands and buildings.

...

- I. The flagpoles on City Hall grounds, including on the plaza in front of City Hall, are exclusively controlled by city government. The City shall determine what flags will be flown and during what time periods and does not seek input from any other sources. The flagpoles are not for use by the public or any private individuals or entities for expression but are solely for city government to convey messages it chooses. The term “citizens flagpole” is disavowed and shall not be used by any city employee to refer to any flagpole on City Hall grounds. Such flagpoles are not public fora. To the extent any such flagpole has ever been a public forum or a limited public forum, the forum is closed.

LEGISLATIVE YEAR 2026

ORDINANCE:

O-26-001

PURPOSE:

Relative to Flagpoles on City Hall Grounds

SPONSOR(S):

Mayor Jim Donchess

**COMMITTEE
ASSIGNMENT:**

FISCAL NOTE:

No Fiscal Impact .

ANALYSIS

This Ordinance makes clear that Flagpoles on City Hall Grounds are for City Government use and are not public forum.

Approved as to form:

Office of Corporation Counsel

By: _____

Date: January 7, 2026