



# City of Concord, New Hampshire

OFFICE OF THE MAYOR

**TO:** Members of City Council  
**FROM:** Mayor Bouley  
**DATE:** June 15, 2023  
**RE:** Recreation and Parks Advisory Committee Appointments

I propose the appointment of the following individuals to the Recreation and Parks Advisory Committee:

- Robert M. Kleiner, 10 Ty Lane, Penacook. If approved, Robert Kleiner will fill the Ward Two Representative vacancy, for a three-year term to expire July 31, 2026. A copy of Robert Kleiner's letter of interest and resume is attached.
- Cuong D. Ngo, 28 Pine Acres Road, Concord. If approved, Cuong Ngo will fill the Ward Nine Representative vacancy, for a three-year term to expire July 31, 2026. A copy of Cuong Ngo's resume is attached.

In accordance with Section 18 of the City Council Rules, these proposed appointments are being distributed to City Council as information in advance of formal action at the July 10, 2023 City Council meeting.

Dear Concord Recreation and Parks Advisory Committee,

I am writing this email to express my interest in joining the Concord Recreation and Parks Advisory Committee. I am passionate about recreational activities and the importance of maintaining public parks and open spaces in our city.

For as long as I can remember, I have been involved in various recreational activities. Growing up, I participated in sports teams, camps, and outdoor adventures. As a 45 year resident of Concord, I have enjoyed spending time in our parks, exploring new trails, and participating in community activities. I am a firm believer that recreational activities play a crucial role in community building and individual wellbeing.

I am excited about the opportunity to contribute my knowledge and experience to the Recreation and Parks Advisory Committee. I am confident that my education and experience will be valuable in promoting sustainable practices in our parks and recreation facilities.(resume attached)

As a member of the committee, I aim to represent the diverse needs and interests of ward 2 and the entire community. I am committed to working collaboratively with other committee members, city officials, and community members to ensure that our parks and recreation facilities are accessible, safe, and enjoyable for all residents.

Thank you for considering my application. It would be an honor to serve on the Concord Recreation and Parks Advisory Committee.

Sincerely,  
Rob Kleiner

**Rob Kleiner** | He/Him/His | Director, Customer and Provider Services  
Northeast Delta Dental  
One Delta Drive  
Concord, New Hampshire 03301  
P: 603-223-1335 C: 603-573-8281  
E: [rkleiner@nedelta.com](mailto:rkleiner@nedelta.com)  
[www.nedelta.com](http://www.nedelta.com)



# ROBERT M. KLEINER

10 Ty Lane  
Penacook, NH 03303

RKleiner@nedelta.com  
Phone (603) 491-2902

## EXPERIENCE

### Northeast Delta Dental, Concord NH 2012-Current

#### **Director, Operations**

- Director of Customer Service, Provider Services, Eligibility and Quality Auditing departments.
- Establishes and influences the tactical and strategic approaches for these departments.
- Member of Internal Compliance Committee and Covid-19 Response Committee.

#### **Manager, Quality Auditing**

- Detects deficient controls, fraud, and non-compliance with operating policies.
- Coordinates activities with external audit firms.
- Evaluates processes by analyzing outcomes to ensure system reliability.
- Performs statistical analysis of errors with descriptive and inferential statistical methods.

### UnitedHealth Group, Hooksett NH 2008-2012

#### **Senior Quality Audit Representative**

- Conducts daily audits of group enrollment.
- Creates reports using Excel, SQL, Access and Pivot Tables for quality trending analysis.

## EDUCATION

### Franklin Pierce College, Concord NH

- B.S. Degree**  
Major: Marketing

### New Hampshire Technical Institute, Concord NH

- A.S. Degree**  
Major: Business Management and Accounting

### University of New Hampshire, Durham NH

- Next Level Leadership Consortium, Graduate

### NH Center for Nonprofits, Concord NH

- Hoffman-Haas Fellowship, Graduate

### Leadership NH, Concord NH

- Class Of 2023

## VOLUNTEER EXPERIENCE

### Kimball Jenkins Estate & School of Art, Concord NH

- Board of Directors, Secretary

### Concord Coalition to End Homelessness, Concord NH

- Board of Directors, Vice Chair

### NHTI, Concord NH

- Advisory Board

### Red River Theatres, Concord NH

- Board of Directors

**Cuong D. Ngo**  
28 Pine Acres Road, Concord, NH, 03301  
P: (603) 892-6216 E: cuong.duy.ngo@gmail.com

## **Education**

University of Massachusetts Boston  
Bachelor of Arts  
Sociology

## **Employment**

Freelance Video Editor  
2015 - Present  
Clients: HBO Max, Apple TV, Netflix, Lifetime,  
MTV, Vice

Property Manager and Landlord  
2017 - Present  
Concord, NH

## **Experience**

Canterbury Meadows Townhouse Associate Board Director  
2019 - Present