



# City of Concord, New Hampshire

## OFFICE OF THE MAYOR

**Byron O. Champlin**

TO: Members of City Council

FROM: Mayor Byron O. Champlin

DATE: October 27, 2025

RE: Ad-Hoc Semiquincentennial and Tri-Centennial Committee  
Appointment

I propose the appointment of the following individual to serve on the Ad-Hoc Semiquincentennial and Tri-Centennial Committee:

- Gabriel Szczepanik, 63 Knox Road, Bow, NH. A copy of Gabriel Szczepanik's resume is attached.

If approved, Gabriel Szczepanik will fill the vacancy created by Tim Sink's resignation from the committee following his retirement from the Greater Concord Chamber of Commerce.

In accordance with Section 18 of the City Council Rules, this proposed appointment is being distributed to the City Council for informational purposes in advance of formal action at the December 8, 2025 City Council meeting.

# Gabriel Szczepanik

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63 Knox Road, Bow, NH 03304 · 603-493-1228 · gszczepanik@gmail.com

LinkedIn: [linkedin.com/in/gabriel-szczepanik](https://www.linkedin.com/in/gabriel-szczepanik)

## SUMMARY

Dynamic, service-oriented operations and business development leader with over 25 years of experience driving membership growth, improving operational efficiencies, and strengthening relationships. Proven track record in supporting business development, enhancing internal processes, and delivering high-quality customer and member experiences. Exceptional communicator and collaborator with a solutions mindset.

## Core Strengths & Skills

- Business Development & Membership Growth
- Operations & Process Optimization
- Stakeholder / Member Relations
- Customer Service Excellence
- Strategic Planning & Execution
- Cross-Functional Collaboration
- Project Management
- Metrics & Performance Tracking
- Communication & Presentation

## PROFESSIONAL EXPERIENCE

### Director of Membership Development

Greater Concord Chamber of Commerce — Concord, NH

June 2021 – Present

- Serving 850 area businesses with tools, opportunities and support.
- Spearhead membership acquisition/retention initiatives that drive growth and engagement.
- Develop strategies and campaigns to attract new members and improve renewal rates.
- Manage onboarding and orientation for new members to ensure value realization.
- Coordinate with internal teams (marketing, events, operations) to align membership value propositions and to develop and maintain membership and marketing materials.
- Create/manage innovative strategies to keep new members engaged, ensuring longevity.

- Monitor membership metrics (growth, retention, revenue) and implement continuous improvement tactics.
- Manage renewal and collections process.
- Built up/manage a dynamite Ambassadors Committee – furthering the Chambers mission.
- Improved and manage local networking group, and Meet Your Chamber events
- Plan and manage ribbon cutting ceremonies for area businesses, with about 80 ribbon cuttings performed.
- Hired as Manager of Member Services, June 2021-December 2022.

### **Business Owner**

Green Tree Property Management – Deerfield, NH

December 2008 – June 2021

- Founded and grew a landscape construction company recognized for exceptional workmanship and top-rated customer satisfaction.
- Oversaw all aspects of business operations, including sales, design, project management, operations, logistics, and client relations.
- Doubled sales growth annually for the first five years, while maintaining nearly 100% customer retention and satisfaction.

### **Senior Regional Membership Consultant**

CCA Global Partners

September 2003 – April 2012

- Managed and supported hundreds of independent sports retailers, driving growth and profitability through strategic account management and partnership development.
- Increased client margins by leveraging big-box purchasing power and implementing advertising, operational, and cost-saving programs tailored to small retail operations.
- Enhanced team performance through new procedures, and implementation of an upgraded CRM system.
- Improved program effectiveness and profitability using data-driven insights from member and program audits.
- Played a key role in launching a supplier rebate initiative and a private-label bicycle and parts line, generating new revenue streams and strengthening brand value.
- Volunteer Contributions: Created a bicycle and parts loaner program for staff and clients; served as a Safety Officer providing CPR/AED emergency support.

### **Other Professional Roles:**

Property Manager – Onway Lake Family Resort 2001-2003

Director of Sales and Marketing – Pine Acres Resort 1999-2003

Account Executive – Ski 93 Trips 1999-2001

## **EDUCATION & PROFESSIONAL DEVELOPMENT**

Institution of Organization Management Certification (In Progress – Expected graduation 2028)

Recreation, Resource and Ski Resort Management -- Bachelor of Science

Lyndon State College, Lyndonville, VT, Graduated 1999.

Deans list all 4 years, Resident Assistant, Weight Lifting Club

## **TECHNICAL SKILLS AND TOOLS**

- CRM – Proficient with many over the years. Currently using Growthzone
- Microsoft Office Suite (Excel, Word, PowerPoint, Outlook)
- Google Doc/Sheets/Drive/Gmail/ Calendar
- WordPress – To post advertisements and track ad data, occasional website updates
- Communication & Collaboration Tools (Teams, Zoom, Discord)
- Event Planning and Management
- Committee Management

## **PROFESSIONAL AFFILIATIONS & COMMUNITY INVOLVEMENT**

- Institute of Organization Management Certification
- New England Association of Chamber of Commerce Executives Member
- New Hampshire Association of Chamber of Commerce Executives Member
- Leadership Greater Concord Alumni (2024)
- Concord Hospital Trust - Philanthropy Committee 2 years
- Intown Concord Volunteer
- Granite United Way Day of Caring for Volunteer 2 years

Previous community involvement

- Serenity House Gala Volunteer - 2 years – Helping women in substance abuse recovery celebrate the holidays with their families in a safe and protected event (San Diego)
- Operation Homefront Volunteer, Providing 500 free bicycles every year to military veterans and their families. 2 years, San Diego
- Youth Basketball and Soccer Assistant Coach – Deerfield Community School – 5 years
- Donated tools and labor for a commemorative brick walkway for the Deerfield Community School 2015