

**Amy M. Chhom**

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## **Real Estate & Business Executive**

25 years of expertise in real estate development, brokerage services, project management, and property operations.

Adept at providing advisory services that optimize asset value, enhance operational efficiencies, and drive strategic growth. Specializing in distressed asset recovery and long term planning.

Proven leader in managing teams, fostering collaboration, and delivering tailored consulting solutions for clients across multifamily, commercial, retail, industrial, and manufactured housing sectors.

Highly flexible and accustomed to both domestic and international travel, I excel in stakeholder engagement and on-site problem-solving. My ability to adapt to diverse environments and effectively collaborate with key stakeholders ensures that I can deliver impactful solutions in complex, fast-paced settings.

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## **Consulting & Professional Experience**

### **Vice President, Real Estate & Development**

#### **ROC USA | Concord, NH | Sept 2021 - Present**

- Lead strategic community and corporate (cooperative) operations advising efforts for over 300 Manufactured Housing Communities (resident-owned communities) across 21 states, focusing on infrastructure planning, business operations, and property management.
- Develop and implement specialized solutions for distressed manufactured housing communities to enhance asset value and long-term financial sustainability, engaging with municipal, county, and state regulatory agencies and, housing organizations to support individual needs of each community.
- Develop and conduct training programs and workshops to equip a national network of technical assistance providers with real estate best practices and property management techniques.
- Provide advisory services for redevelopment initiatives, construction project financing, public-private partnerships, and portfolio management.

- Manage a team of 5 direct reports and collaborate with a network of 50+ remote staff located throughout the nation providing consulting and project management services.
- Provide underwriting services to ROC USA Capital, a CDFI Lender, specific for Property Management Services and Capital Improvements to support loan review and compliance.

## **Vice President, Real Estate**

### **Orbit Group, LLC | Factory on Willow, LLC | June 2018 - Sept 2020**

- Spearheaded and managed real estate acquisitions and management within a high net worth family office which included a diverse portfolio of commercial and residential properties.
- Provided analysis and review for potential investment opportunities to include lease analysis and collateral potential.
- Led due diligence efforts, site selection, and project feasibility assessments to guide investment decisions.
- Developed strategic plans for capital improvement initiatives and asset repositioning.
- Successfully redeveloped 110,000 SF Vacant Mill Building into a creative mixed use property comprising short term rentals, apartments, commercial, and event space for \$24M leveraging \$1.5M in NHDES Environmental Remediation Funding (LUST), \$750K lead abatement funds (CDRC), \$150K in impact fee waivers from the City of Manchester, and \$500,000 in tax relief under 79E. Project awarded PlanNH Merit of Excellence(2022) and Manchester Historic Association Historic Preservation Award (2022)

## **Manager of Real Estate**

### **Concord Hospital | Concord, NH | November 2017 -September 2019**

- Advised on lease negotiations, space utilization, and real estate strategy for Acute Care, Primary Care, and Urgent Care medical facilities located throughout New Hampshire.
- Provided strategic oversight on real estate portfolio management to include strategic planning of tenant relocation to allow for construction of on campus Ambulatory Care Center.
- Managed and administrated over 60 lease contracts.

## **Director of Global Real Estate & Facilities**

### **Dyn, Inc. | Oracle | Manchester, NH | 2014 - 2017**

- Managed global real estate strategy and data center operations, advising on expansion planning, lease administration, and cost optimization.
- Led International and Domestic site selection and facility relocation initiatives

- Oversaw major capital improvement projects within staff occupied spaces, to include event space, commercial kitchen, employee gym, and meeting spaces. Identified and implemented solutions to support increased staff needs.
- Provided consulting and leadership for international facility management teams, improving workflow and service delivery.

## **VP, Real Estate Development & Property Management**

### **Anagnost Investments, Inc. | Metropolis Property Management Group | 2002 - 2014**

- Provided project management and owner's representation support on large-scale commercial, retail, residential subdivisions, and affordable housing developments.
- Managed public-private partnerships to support economic development and urban revitalization projects to include \$72M Ambulatory Care Center on Brownfields Site.
- Led diverse teams across property management, leasing, and asset repositioning to maximize property performance.
- Oversaw property operations ensuring high occupancy rates and revenue growth.

## Other Relevant Experience

### **Owner, Broker, & Consultant**

#### **The Chhom Group, LLC | Manchester, NH | January 2018 – Present**

- Provide consulting services to private businesses engaged in real estate development, conceptual design, and construction management (owner's representation).
- Navigate regulatory approvals, including environmental remediation grants and tax incentives.
- Full Service Real Estate Brokerage Services for commercial and residential real estate transactions, leasing and sales in Massachusetts and New Hampshire.
- Owner's representation and project management solutions that improve asset profitability and optimize operating strategies.
- Conduct feasibility studies, market research, and financial analysis to guide clients through investment decisions and risk assessment.
- Manage large-scale real estate redevelopment projects utilizing complex financing mechanisms to include federal, state and local funded programs.
- Advise on distressed asset recovery, lease structuring, and capital improvement strategies,
- Transacted over \$50 Million in Residential and Commercial Real Estate Transactions .
- Supplied pre-construction services, securing of variances,, and approvals on over 15 residential and commercial properties as owner's representative for property redevelopment, increased density, and businesses.

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## Education & Certifications

- **MIT School of Architecture and Planning** | Commercial Real Estate Analysis & Investment (2020)
- **Massachusetts College of Art and Design** | Bachelor of Fine Arts & Education (2000)
- **Leadership Training & Development**
  - Leadership Greater Manchester (2009)
  - Intelligent.ly Leadership Training, Boston (2015)
  - Leadership New Hampshire (2014)

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## Licenses & Certifications

- **New Hampshire Real Estate Commission:**
  - Principal Broker | 059142 | Firm License | 072998
- **Massachusetts Real Estate Commission:**
  - Principal Broker | 9581024
- **Low Income Housing Tax Credit Specialist** (expired 2015)

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## Expertise & Key Skills

- Real Estate Strategy & Advisory Services
- Project Feasibility & Market Analysis
- Acquisitions, Dispositions & Asset Repositioning
- Financial Modeling & Investment Strategy
- Lease Structuring & Negotiation
- Distressed Asset Recovery & Redevelopment
- Public-Private Partnerships & Funding Acquisition
- Business Operations & Organizational Efficiency
- Leadership Development & Team Management
- Manufactured Housing & Resident-Owned Communities
- Low-Income Housing Tax Credit (LIHTC) Development
- Market-Rate Residential Rental Strategies

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## Awards & Recognition

- **Most Outstanding Woman in Business** | NH Business Review (2016)
- **Influential Women in Business** | NH Magazine (2016)
- **40 Under 40 to Watch** | Union Leader Newspaper (2013)

- **Good Samaritan Award** | Pastoral Counseling Services (2023)
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## **Community Involvement**

- Board Chair, Manchester Development Corporation (2022 - Present)
  - Board Secretary, Mill On the Green Association (2020 - Present)
  - Committee Member, Plan New Hampshire (2020 - 2024)
  - Mentor, Morgan Franklin Fellowship Foundation (2019 - 2022)
  - Chair, Fundraising & Installation, Ralph Baer Memorial Bench (2019-2020)
  - Steering Committee, SNHPC Multimodal Land Use Plan (2019 - 2020)
  - Founding Member, Manchester Connects (2013 - 2017)
  - Founding Member & Secretary, Holy Cross Family Learning Center (2013 - 2017)
  - Board Member, Intown Manchester (2015 - 2017)
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## **Technology Expertise**

- Property Management: AppFolio, Rent Manager
  - Project Management – Monday, Asana
  - Microsoft Office Suite – Excel, Word, Outlook
  - Google Suite – Sheets, Docs, Workspace, Drive
  - Online Meeting Platforms: Zoom, WebEx, Teams, Google Meet
  - Communication: Slack, Google Chat,
  - Marketing/Design: Canva
  - CRM: Salesforce
  - Financial: Quickbooks Online
  - Social Media: LinkedIn, Facebook, Instagram
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## **Additional Skills**

- Public Speaking
  - Media Relations
  - Business Development
  - Client Satisfaction
  - Workshop Development & Training
  - Remote Work & Virtual Collaboration
  - Domestic & International Travel
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## Projects List

*Please Note List is not comprehensive of all major projects completed in each capacity, but intended to provide an understanding of the experience. Additional Projects available upon request.*

### 2020 - 2025 THE CHHOM GROUP

- Manchester NH - Variance & Conditional Use Permitting, 13 Units, Income Restricted
- Manchester, NH - Variance & Site Plan Approval, 4 Units adaptive re-use, Market Rate
- Manchester, NH - Variance, Conditional Use, and Site Plan, 3 Infill Units, Income Restricted (PBV)
- Manchester, NH - Owner's Representation, 4 Story Multifamily, Adaptive Reuse of ground Floor, Feasibility and Design
- Manchester, NH - Master Facility Plan, 4 Buildings, Mixed Used Commercial with Residential, consolidation and capital improvement plan.
- Multiple, NC & SC - Portfolio & Asset Performance Improvement, Land Use Analysis for 8 Manufactured Housing Communities, 160+ Land Lease Lots, 80+ Park Owned Homes
- Manchester, NH - Condominium Association Capital Improvement Study, Historic Property
- Merrimack, NH - Due Diligence & Financial Analysis, Multi-tenant Retail Strip Center (Pre-Purchase)
- Scarborough, ME - Master Facility Plan, Mixed Use Site with Residential and Retail/Commercial

### 2021 - 2025 ROC USA

- WA, Lakewood - 9 Single Family Home, Owner's Representation, Full rehab for Affordable Rental

### 2018 - 2020 ORBIT GROUP

- Manchester, NH - The Factory on Willow, Mill Redevelopment into mixed use, 72 Apartments, 16 Micro-Hotel Units, 25,000 Commercial Space, 110,000 SF Total.

### 2014 - 2017 DYN

- Manchester, NH - Entrance redesign and build out to meet enhanced security measures, visitor management system implementation, access controls, digital marketing board
- Manchester, NH - 10,000 SF Office Expansion comprising 7000 SF of event/meeting space, 2000 SF Build Out Commercial Kitchen with Dining, 1000 SF of Arcade - Manchester NH
- Manchester, NH - 5,000 SF redevelopment of underutilized space, conversion to Sales Floor (hot desking), Staff Gym, and Meeting Rooms

- Brighton, United Kingdom - Leasing, design, construction build out, and relocation logistics accommodating 50 FTE
- Manchester, NH - Conversion of open space to 1:1 rooms/call rooms, addition of sound masking throughout open floor space, and installation of 2 story slide for employee use.
- Hanover, NH - Renovation of existing office Space, full refresh with updated branding.

## 2003 - 2014 ANAGNOST

- Manchester, NH - Sidora's Terrace Apartments - 66 Units (9% LIHTC, HOME, PBA Voucher)
  - Manchester, NH - Stella Arms Apartments, Manchester, NH -72 Units (9% LIHTC, HOME, PBA Voucher)
  - Manchester, NH - Old Wellington Road Apartments, Manchester, NH – 90 (9% LIHTC, HOME)
  - Manchester, NH - 18 Fee Simple Town Homes developed in partnership with Neighborworks Southern NH, 120% of AMI
  - Bedford, NH - Preserve at West Bedford, 100+ lot Subdivision
  - Manchester, NH - Elliot at River's Edge, 256,000 SF Ambulatory Care Center
  - Hooksett, NH - 33,900 SF Medical Office Building
  - Londonderry, NH - 100,000 SF Medical Office Building
  - Multiple, Commercial Building Renovations - Mixed Use, Retail & Commercial
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## Media Mentions

### 2025

- Business NH Magazine - Weddings Get Smaller But Price Tags Get Bigger
- [From Making Fabrics to Creating Human Organs, NHBR](#)
- [Manchester Luxury Apartments Drive Downtown Growth, NHPR](#)

### 2024

- Manchester Ink Link | [Manchester Street affordable housing transformation request gets thumbs up from Planning Board](#)
- Manchester Ink Link | [Manchester Economic Development event highlights city's business climate](#)

### 2023

- Union Leader | [Housing crunch puts squeeze on real estate agents](#)
- NHBR | Panel: [No 'big fix' for housing shortage](#)
- Manchester Information | [PCS Recognizes Five People With Good Samaritan Awards](#)
- Manchester Ink Link | [Manchester Development Corporation elects new leadership team](#)
- Manchester Ink Link | [Manchester Downtown takes aim at Housing Crisis](#)
- NHBR | [Affordable housing transformation request gets thumbs up from Manchester Planning Board](#)
- [Manchester Ink Link | Moving back to downtown Manchester: It's all about reconnecting](#)

- NHBR | [People and Property : Real Estate and Construction News from Around NH](#)

#### 2020

- Manchester Ink Link | “Tru by Hilton seals deal with Common Man Roadside for food service at Spring Street hotel.”
- Business NH Magazine, “[The Common Man Roadside to Open at Tru by Hilton](#)”

#### 2019

- Union Leader | [The value of downtown and building better communities](#)
- Manchester InkLink “[Factory on Willow wants to be the heart & soul of Manchester’s creative economy](#)”
- The Weekly Dion Radio Show, Season 2 Episode 30
- Union Leader | “[Manchester Mill building eyed for rebirth](#)”
- Union Leader | [Alderman approve tax credit for The Factory on Willow](#)

#### 2013 - 2018

- Feb, 2017 - NHBR, “Manchester Millyard map illustrates high tech hot bed”
- Mar, 2016 - Business NH Magazine, “Extraordinary Women in Business”
- Feb, 2016 - Politico Magazine, “[A pallet in which you can do anything, The internet performance company Dyn has given an old millyard,- and Manchester - New life](#)”
- Feb, 2016 - Politico Magazine, “How a 19th Century town became a new millennium marvel”
- Feb, 2016 - NHBR, “Amy Chhom, 2016 Outstanding Woman in Business”
- Jan, 2013 - Union Leader, “Amy Chhom saw River’s Edge project through from the very beginning”

### **Speaking Engagements**

- 2025, Greater Manchester Chamber of Commerce, Access 2025 Economic Forum
- [2023 Business & industry Association Workforce Housing Forum](#)
- 2024 Inaugural [Manchester Economic Development Forum](#)
- 2024, Greater Manchester Chamber of Commerce, Access 2024 Economic Forum
- 2020 Factory on Willow, Queen City Rotary Club
- 2020 Leadership NH, Economic Development Day