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BAC-1438

Board Name	Civil Service Commission	Status	In Process
Salutation	Ms.	Type	Appointment
First Name	Sylvia	Preferred Email	niecymurray@yahoo.com
Last Name	Murray	Other Email	
Contact Name	Sylvia Murray	Preferred Phone	7207173312
Middle Name		Other Phone	7207173312
MMAC Trans. Mode Group			

Work and Home Address

Work Address	PO Box 440432	Home Address	[REDACTED]
Work City	Aurora	Home City	[REDACTED]
Work State	CO	Home State	[REDACTED]
Work Zip	80044	Home Zip	[REDACTED]

Additional Information

Are you a registered voter?	Yes	Gender	Female
If so, what county?	Denver	Other Gender	
Denver City Council District No	8	Ethnicity	African American
Occupation/Employer	Business Consultant / Retired Labor & Employee Relations	Other Ethnicity	
		Objection to appointment?	No
		Special Information	

Reference Details

Reference Name #1	Kimberly Ortiz	Reference Email #1	kimberly_ortiz@dpsk12.org
Reference Phone #1	720-338-0542		
Reference Name #2	Laura Butler	Reference Email #2	lauraleabutler@gmail.com
Reference Phone #2	720-280-8162		
Reference Name #3	Nick Dawkins	Reference Email #3	nickolas_dawkins@dpsk12.org
Reference Phone #3	720-423-6300		
Owner	Denver Integration	Created By	Denver Integration, 2/21/2017 11:04 AM
		Last Modified By	Denver Integration, 2/21/2017 11:04 AM

SYLVIA D. MURRAY
(720) 717-3312
sylvia_murray15@yahoo.com
linkedin.com/pub/niecy-murray/4/272/518

HUMAN RESOURCE LEADER AND BUSINESS PARTNER

An ethical leader with strong team-building and analytical abilities, with a collaborative work style. Seeking to utilize numerous talents to contribute to the mutual growth and success of a values-based organization.

- Employee Relations
- Training and Development
- Diversity and Inclusion
- Recruitment
- Union Negotiation
- Mediation
- Change Management
- Leadership Coaching
- Performance Management
- Employee Engagement
- Policy Design/Administration
- Workplace Investigations

PROFESSIONAL EXPERIENCE

UNITED AIRLINES
Inflight (Part-time role)
Denver-based Inflight

APRIL 2015-PRESENT

- Ensure FAA rules and regulations regarding air travel are followed including airplane safety protocol and mandated safety checks are completed
- Conduct announcements and demonstrate safety and emergency procedures to passengers
- Respond to a variety of passenger/crew inquiries
- Provide guidance, direction and calm during emergencies
- Engage in preflight briefings with flight crew concerning weather, altitudes, routes, emergency procedures, crew coordination, length of flights, food and beverage services offered, and numbers of passengers. Disseminate information to other Flight Attendants in a separate briefing as necessary/applicable.
- Exhibit stellar customer service and attentiveness

M.A.N.S. ASSOCIATES, Aurora, CO
Lead Business Consultant

2015 – PRESENT

Senior consultant providing Leadership Coaching, Organizational Development and Strategic Human Resources support for client base.

- Support clients with creation and revision of employee handbooks, policy/procedure manuals and budget.
- Employee Relations advisor.
- Human Resources consultant
- Lead mediator and arbitrator.

DENVER PUBLIC SCHOOLS, Denver, CO

Human Resources School (Business) Partner (2009 – 2013 Retired)

Member of a team of human resources business partners, responsible for providing support to two operational departments, all Alternative Secondary Schools and majority percentage of High Schools within the Denver Public Schools system. (between 18-23 schools / approx. 1,500 employees). Key areas of focus: management consultation, performance management, employee and labor relations, staff development, employee engagement and work-force planning, Title IX Officer for assigned clients

- Improved organizational effectiveness by working in collaboration with senior leadership and school based administrators to support the mission and vision of Denver Public Schools.
- Successfully defended the District's interest in grievance and termination hearings between 5 bargaining groups with a 98% success rate. Successfully negotiated an amicable remedy in the remaining percentage.

- Instrumental in the 26% increase of the District's customer service survey ratings for the Human Resources Team.
- Improved quality of hires by advising hiring managers and committees on proper interviewing and selection practices.
- Improved organizational effectiveness by training and coaching management on district policies and proper practices for addressing staff concerns and holding staff accountable.

HR Manager, Employee and Labor Relations (2008 - 2009)

Human resources professional responsible for workplace investigations and employment hearings. Title IX Officer

- Conducted investigations, defended the District's interest in grievances and hearings, collaborated with legal counsel to respond to external complaints (EEOC, CCRD).
- Accountable for management consultation, investigations, employee and labor relations (including contract negotiations)

FISERV INVESTMENT SUPPORT SERVICES, Denver, CO

1998 – 2008

Human Resource Business Partner

Human Resources Leader providing comprehensive business partner and staffing support to operational departments for Fortune 500 financial services organization. Key areas of focus: employee relations, management training and development, staffing, recruiting, benefits administration, performance management, workplace investigations/corrective action

- Improved management effectiveness by developing and implementing training on proper management practices.
- Developed individual contributor, supervisor/manager and leadership competencies to enhance the organization's performance management process.
- Led company-wide training from creation to delivery for all employees through team, focus group, Emerging Supervisor, New Supervisor and on-going Leadership training.
- Built and implemented a leadership development program for the top 25 high-potential directors and vice presidents, offering world-class assessment, learning and coaching opportunities.

OTHER PROFESSIONAL EXPERIENCE

DENVER DEPARTMENT OF HUMAN SERVICES - Denver, CO

Emergency Response Social Worker

Crisis intervention social worker responsible for investigating and evaluating allegations of abuse and/or neglect, recommending protective program placement, and providing casework services to children placed in a protective services. Worked effectively with community partners to address crisis situations including, but not limited to, law enforcement, area hospitals, shelters, mental health providers, and emergency placement providers.

EDUCATION

Master of Science: Organizational Leadership

Concentration: Human Resource Management

Colorado State University Global Campus – Greenwood Village, CO

Bachelor of Science: Social Work

Metropolitan State University, Denver, CO

CERTIFICATIONS (Prior/Current)

PHR (HR Certification Institute)

Certified Mediator (M.A.N.S. Associates, LLC)

COMMUNITY INVOLVEMENT

Immediate Past Vice President – Jack and Jill of America, Inc. (Denver Chapter)

Facilitator/Trainer – Sister Pride