

MARLENE BURCH

PROFESSIONAL SUMMARY

Dynamic communicator with experience in customer service, community organizing, political strategy, and business environments. Demonstrated proficiency in office management, leading teams, and engaging individuals with internationally diverse backgrounds.

- American Enterprise Institute Fellow – March ‘22 Cohort
- Generated & maximized solutions for the South African Department of Health in addressing healthcare access impediments faced by underserved communities & HIV/AIDS with Duke Global Health Initiative.
- Successfully ranked & advocated for policies to better serve & support youth as part of the Peace Child Youth Development Goals project
- Steered SE Denver as lead field Organizer with a 30 percent increase in voter turnout for the 2019 Denver Mayor Michael B. Hancock Re-election Campaign
- Committee Chair - Education First Scholarship Foundation (18-19)

- Highly Motivated – Prioritization Skills – Self-starter – Detail Oriented – Project Management – Candidate Sourcing – Proactive – Responsive - Collaborative

EXPERIENCE

TALENT ACQUISITION OPERATIONS COORDINATOR

11/23 – PRESENT

City & County of Denver

- Guiding and assisting hiring managers with the creation and auditing of job postings and other recruitment processes
- Assisting with candidate sourcing and outreach
- Assisting with the dispositioning of candidates - Scheduling, documenting, and coordinating phone screens/interviews.
- Assisting and resolving candidate/hiring manager questions
- Assisting with navigation of Application Tracking System (Workday) Data analysis and reporting
- Guiding hiring managers through the hiring process, verifying, reviewing, and entering I-9 documentation, creating offer letters, and initiating background checks or medical screenings.
- Providing excellent in-person and virtual customer service to candidates, clients, and colleagues to ensure that all hires feel welcomed, prepared, and inspired for their new careers.

People Operations Specialist – Benefits & Employee Relations

06/21 – 11/23

Inspirato, Denver, CO.

- Initiate payments between various vendors regarding benefits & payroll programs.
- Conduct annual open enrollment process for employees, including system testing, preparation of presentation & communications.
- Complete audits & testing to ensure our plans are operating in compliance. Partners with vendors & internal communications team to create communication strategies to drive awareness & participation for various programs while maintaining up-to-date communication, policies & training materials.

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- ☐ Head the implementation of new plans, programs, & changes to plans & administrative procedures. Including preparing documentation of processes & perform independent testing functions, including signoffs, of related materials & systems. Includes translating program requirements into business & technical specifications & communicating across vendors.
- ☐ Appraised unemployment insurance claims & actively worked to reduce claim liability through detailed documentation & hearing compliance.
- ☐ Oversee LOA/FMLA/ADA policy is adhered to, correct documentation is tracked & remaining compliance.
- ☐ Orchestrate all new hire onboarding – including PRIA agreements & I9 eVerify.
- ☐ Host the ‘All things Inspirato’ seminar with each incoming NEO group (bi-weekly.)
- ☐ Talent Acquisition – recruiting candidates for various roles.
- ☐ Manage 20 interns each summer.
- ☐ Completion of all verification of employment & labor relations requests

Staff Assistant (Aide) to City Councilwoman-At-Large City & County of Denver, Denver, CO

07/20 – 12/20

- ☐ Tracked & conducted policy research for execution - City-wide minimum wage increase to \$15 & Tent City initiative to alleviate homelessness in Denver.
- ☐ Investigated & resolved constituent correspondence & community relations – Advocated & collaborated with resources & departments on behalf of the constituent. Contributed to a 55 percent increase in response time from our office
- ☐ Supported interagency partnerships - finance, social media, communications, outreach, data entry & general administration.
- ☐ Monitored & organized daily scheduling, purchase orders, information presentations & e-mails – both Councilwoman and constituents
- ☐ Administrative Support - Delivering documents, proofreading releases & obtaining signatures on letters.
- ☐ Front office duties include handling & sorting incoming mail - maintaining records both digitally & manually, screening & re-directing calls

Benefits Advisor Gusto – Startup. Denver, CO

06/19 – 06/20

- ☐ Oversaw the process of implementing & reconciling health benefits for small businesses as per regulations.
- ☐ Communicated effectively with employers & employees to swiftly complete the open enrollment process – group coordination +20 groups at a time – use of spreadsheets
- ☐ Worked collaboratively to meet deadlines, fulfill carrier requirements, & deliver communication materials
- ☐ Consistently met team expectations & metrics along with impeccable customer experience

Lead Field Organizer – SE & NE Denver Mayor Hancock Re-election Campaign – Denver, CO

03/19 – 06/19

- ☐ Aided the Mayor on campaign canvass shifts & recruiting events
- ☐ Addressing constituents’ questions & concerns relating to the campaign & Mayor Hancock’s 4-year plan
- ☐ Recruit & motivate canvass shift volunteers to have effective, yet meaningful conversations – prepare all materials for scheduled canvass & new hire orientation
- ☐ Liaise with campaign staff in promoting & increasing campaign engagement
- ☐ Training & supervising campaign interns, solving problems as they arise & overseeing operations of the SE office



Recruiting Coordinator – Associate

08/17 – 03/19

Teacup Wellness – Denver, CO

- ☐ Managed onboarding & interviews of +200 employees across 12 states – supported payroll, performance management, onboarding documentation immigration e - verification & claims
- ☐ Supported recruiting, hiring & team goals - Increased positivity in annual reviews, employee retention programs & employee engagement
- ☐ Assist as needed with HR-related projects, workforce planning & recruitment point of contact
- ☐ Created & sourced web content – along with monthly bulletins sent out via email, marketing
- ☐ Greeting & guiding client guests in our office

EDUCATION & CERTIFICATIONS

Bachelor of Social Science / University of Cape Town, ZA

2016

Dell Young Leader Scholarship, UN Student Chapter (UCT), Amnesty Intl (UCT), Duke Univ. Global Health Initiative Student Leader Cohort 2 – 2015

INTERESTS

American Enterprise Institute Fellow (March 22) - Colorado Black Women for Political Action – Denver African American Association
Volunteer– NAACP, Denver – Women’s Leadership Foundation
Fiction bibliophile – True Crime documentary enthusiast – Left-handed individual