

# Angela Bender

## Director, HR

**18+ years enabling higher education institutions with innovative solutions that engage human resources**

Strategic and creative HR executive with expertise in organizational development, project management, and regulatory compliance. Dedicated to building talented and cohesive teams. Demonstrated ability to partner with business professionals and enable complex operations. Over 28 years of progressive experience in human resources. Articulate and personable with the communication skills needed to build consensus on key initiatives.

## Areas of Expertise

- Strategic Planning
- Employee Relations
- Process Improvement
- Performance Management
- Documentation & Reports
- Coaching & Mentoring
- Policy Development
- Conflict Resolution
- Leadership Development

## Achievements

- Key contributor to getting Workday awarded and implemented at MSU Denver including identifying the system, requesting state funding for the project, providing implementation leadership, and defining strategic changes to processes to improve the way MSU Denver HR does business.
- Lead compensation committee that includes leadership from all employee groups to discuss annual salary planning, salary increases, and equitable pay practices.
- Served as chair on the recruiting and retention DEI team to develop hiring programs for diverse faculty without their PhD or just completing their degree to teach in hard to recruit disciplines at MSU Denver.
- Lead a cross functional team of leaders through discussion of furloughs and budget cuts during the pandemic.
- Saved \$60K in recruitment costs through development of active social media & networking programs.
- Created and presented five training programs that enhanced performance management across departments.
- Led strategic discussions that enabled long-term change.
- Designed, developed, and delivered new online selection and hiring system that improved efficiency.

## Professional Experience

### Director of Strategy and HR Operations, 2014 - Present

Metropolitan State University of Denver, Denver, CO

Lead the day-to-day operation of the HR department. Review workloads and determine where additional staff or support is needed. Orchestrate talent operations with ownership of strategies including recruitment, employer branding, and diversity & inclusion. Research and identify best practices to compensate faculty and staff. Partner with senior management to promote employee engagement and leadership development. Mediate between constituents including faculty senate, staff senate, council of deans, department chairs, and student organizations to ensure speedy conflict resolution. Develop policies and procedures that reflect organizational needs. Deliver training on performance management. Review HR processes to identify efficiencies and best practices. Respond to grievances, litigation, and appeals to mitigate legal risk. Promote institutional values of diversity & inclusion. Lead four managers with 21 indirect reports. Steward DOL, HLC, and immigration audits.

*Key Achievements:*

- Spearheaded discussions and group to address DEI initiatives.
- Educate leaders on HR laws and best practices. This includes finding the best approach/strategy to get their concerns or needs addressed.
- Created and implemented new compensation structure for professional staff.
- Conducted five executive searches for President in 2020.

- Directed reorganization of talent acquisition process from equal opportunity to HR - improved time-to-hire 29% in year one.
- Formulated policies on alternative work environments, sick leave, recruitment & retention, and staff handbooks.
- Entrusted as executive director of HR for 14 months in last five years.
- Initiated and drive transition to Workday.
- Exercised sound judgment to balance priorities and execute pay cuts, layoffs, and budget reductions during COVID-19.
- Developed and advanced HR policies on recruitment & hiring, as well as sick leave.
- Ensured compliance with Equal Pay for Equal Work Act.
- Administer classified staff hires, promotions, and labor relation issues.

### **Senior Human Resources Specialist, 2005 - 2014**

Colorado State University-Pueblo, Pueblo, CO

Directed all aspects of hiring, employee relations, and immigration administration. Formulated recruiting strategies to ensure fulfillment of organizational needs. Developed and conducted training on performance management and various HR topics. Administered defined contribution and defined benefit retirement plans. Evaluated job descriptions to determine class and overtime eligibility under FLSA. Partnered with president and provost on all HR-related issues. Interpreted laws to ensure strict compliance with regulations. Advised leadership on layoffs. Performed conflict resolution and mediation for employee relation issues. Led talent management efforts and developed programs that promoted DEI initiatives.

#### *Key Achievements:*

- Created and rolled out new search process.
- Created, trained, and updated employees on new performance process.
- Implemented new ATS system - trained staff and created new procedures from scratch.
- Strategized major staff reorganization & restructure, to include position analysis, compliance, faculty buy-outs, and litigation response.

## **Additional Experience**

**Senior Human Resource Coordinator/Recruiter**, Convergys Corporation, Pueblo, CO

## **Education**

**Bachelor of Business Administration, Finance**

Stephen F. Austin State University, Nacogdoches, TX

## **Training & Development**

12-Month Leadership Development Program, Academic Impressions

## **Credentials**

Certified by the State of Colorado in Job Evaluation, Selection and Personal Services  
 Certified Mediator