

**FOR IMMEDIATE RELEASE**  
**January 31, 2022**

**Cynthia Coleman Named Judicial Branch Employee of the Year**

Cynthia Coleman, Judicial Operations Manager with the Superior Court, has been named the Delaware Judicial Branch Employee of the Year for 2021.

Cynthia began her career with the Superior Court in 2003 as a casual/seasonal employee in the New Castle County Prothonotary's criminal department. She quickly advanced to a full-time position with the civil department as a Judicial Case Processor I, and rose through the ranks quickly from Case Processor to Case Manager and ultimately the Judicial Operations Manager of the Prothonotary's Civil Administration Department.

As her nominator stated, Cynthia "has been one of our shining stars since then." She has reflected excellence and professionalism in every position she has held and has gained much respect and admiration from her peers and staff. She is supportive of her staff and maintains an open-door policy. As her nominator described, "She places her newest staff at the counter, so that they have the experience of learning all the nuances of the civil department. If she hears a rare question and knows her staff does not have the answer, she always has the information on hand and will come to the counter to assist. Cynthia fights for what she believes. If she does not believe a new office policy or procedure is productive for her staff or fair to the public, she will always bring the issue to her superiors, explain her position, and provide solutions to the problem. Everyone should take a page from Cynthia's book on how to be a good, professional manager as well as a team member."

Because of the pandemic, Cynthia had to get very creative to have staff work from home as well as having the on-site duties performed. A particular backlog was created because of the inability to issue and serve writs. Her nominator stated, "Cynthia worked with her superiors and staff to organize the ever-growing backlog of writs by establishing a filing system. By the time that her department was able to start issuing some writs again, the filing area was filled to capacity. Cynthia established a scheduling system to allow for the maximum number of writs to be issued and other on-site duties completed with the reduced number of permitted staff in her department. She kept management and the Civil Administrative Judge apprised of her unit's progress and immediately addressed issues as they arose to prevent additional backlogs from occurring...This feat was unlike any others that this department has experienced before, and Cynthia was able to have her amazing team handle this within only a few short months."

Cynthia also was praised for being a team player, capable of handling her own duties while pitching in to help others when they need it. Her nominator said, "The most satisfying quality

that Cynthia possesses is her positive attitude throughout the Judicial Emergency. She checks in on her staff regularly and reminds everyone, including her own managers, to keep things within proper perspective and to take care of themselves throughout this difficult time. Cynthia Coleman’s brave front throughout this pandemic has truly made her a leader to all Prothonotary staff. We are extremely grateful that she has remained a member of our team and know that she will carry her positive attitude, professionalism, and great management experience way into the future. She is truly an asset to the Judicial Branch.”

**The Delaware Judicial Branch congratulates Cynthia on this well-deserved recognition. Her name has been forwarded to the Governor for consideration for the Delaware Award for Excellence and Commitment in State Service.**

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We also want to recognize the following employees who were nominated for the Judicial Branch’s Employee of the Year Award:

**Ann Hsu, Help Desk Support, Judicial Information Center.** Ann was nominated because of the outstanding service she provides to the Courts on a day-to-day basis and for her dedication and perseverance in solving difficult technical issues that others cannot resolve. Her nominator described Ann as positive and helpful and a “strong go-to person” because of her expertise and knowledge and willingness to work on a problem until it is ultimately fixed. Ann “goes above and beyond on a regular basis” even if it means working on weekends and holidays to help Judicial Branch employees resolve their technology issues.

**Amy Kelly, Judicial Case Processor II, Family Court.** Amy was nominated because she is a team player who is always willing to adapt and provide coverage to other Family Court functions whenever the need arises. She has been asked to cover records and the receptionist desk many times in 2021, and she never hesitates to offer her assistance. In addition to her regular duties as a Judicial Case Processor and providing additional coverage in other areas as needed, she also was responsible for procuring supplies and managing all printer issues throughout Family Court in New Castle County while the position responsible for those duties was vacant. Amy is an asset to Family Court and her dedication to the court and pride in her work is truly appreciated.

**Christine Syva, Civil Case Manager, Court of Common Pleas.** Christine has been employed with the Court of Common Pleas for 16 years and currently works as a case manager in the civil section in the Kent County clerk’s office. Christine is the Court’s subject matter expert on civil cases and is frequently called upon to answer civil questions statewide. Additionally, Christine has extensive criminal case experience and assists in the criminal section in Kent County on a

regular basis. Christine assists in training her co-workers and is very knowledgeable in court operations. In addition to her regular duties, Christine has served as a subject matter expert on Court of Common Pleas' civil processes and represents the Court on a committee assigned to implementation of a new civil e-filing and case management solution.

**Ramon Ramos, Court Security Officer II, Justice of the Peace Court.** Ray was selected as the Justice of the Peace Court Employee of the Year because of his outstanding perseverance and accomplishment against great odds and difficulties in 2021, as well as his longstanding service to the Court. His nominator stated that Ray provides consistent, professional service with “warmth, kindness, and humor to everyone working at the various JP locations.” Despite his own personal tragedy in 2021, Ray was a positive source of energy who remained “committed to maintaining court operations with his uplifting spirit.”