

LINDA STILLER

Silver Spring, MD 20904 (646) 761-7816 lstill01@gmail.com
<https://www.linkedin.com/in/lindastiller01/>

VP of Employee and Labor Relations

**Engagement / Contract Management / Dispute Resolutions / Employee Relations / Human Resources
Team Leadership / Labor Relations / Crises Management / Performance Metrics / Union Avoidance
Policy Development & Implementation / C-Level Decision Support / Leadership Development / Compliance**

Human Resources Executive known for driving key strategies that deliver business results in all phases of the organizational lifecycle. Solutions-oriented leader with mastery in performance management, employee and labor relations, preventive strategies, and global company initiatives. Can immediately contribute by:

- **Collaborating with business leaders to develop proactive, positive employee and labor relations strategies.**
- **Managing complex and confidential projects/cases to ensure favorable results with minimal risk.**
- **Engaging clearly and consistently with all levels of leaders, associates, and labor organizations.**
- **Creating tools and systems to help leaders better manage performance and provide valuable feedback.**

Education: BA – Industrial Psychology, George Mason University. **Awards:** Outstanding HR Achievement of the Year Award; HR Leadership Award—Transformation and Change Management; Annual Make Magic Award – Customer Engagement; Annual Make Magic Award - HR Leadership; Impact Award – Relief Efforts (Awarded for leadership and teamwork during Hurricanes Harvey and Maria).

CAREER HISTORY AND HIGHLIGHTS

VP of Employee and Labor Relations

Macy's
2009 to 2018

Regional VP of Human Resources, 2007 to 2009

Regional Director of Employee and Labor Relations, 2006 to 2007

Responsible for ensuring positive associate relations to achieve core business goals for over 200 locations. Coached HRBPs and key stakeholders on discipline decision-making, legal compliance of state and federal laws, performance management, and leadership development. Served as expert consultant on sensitive and complex associate relations issues such as workplace violence, sexual harassment, discrimination, legal compliance and education, complex workplace disputes, business continuity, and crisis situations. Managed and mentored up to six Associate Relations/Labor Relations directors. Demonstrated steady career progression through Macy's human resource management, overseeing up to 13 direct reports and 10 regions. Held a budget of \$250K. Corporate RIF.

- **Prevented over 20 unionizing attempts in nine years.** Faced with ongoing labor union campaigns, used analytics to identify vulnerable stores and create strategy. Built national FIX IT program that educated and empowered leaders to act immediately to address associate concerns, resulting in more positive culture.
- **Led national task force to create policy guidelines.** Multiple unit consolidations created inconsistencies in policy interpretation and administration. Guided stakeholders through gap analysis of policy content and decision-making, forming new and consistent processes with HRBPs. Claims fell by nine percent.
- **Won 100% of Pro Se cases, saving \$200K in total legal fees.** Worked with legal counsel and represented company in conducting 12 arbitrations within three years. Resolved most cases through mediation; two were awarded in favor of the company. Effective negotiations prevented additional costly legal expenses.

- **Cut associate claims by 86%.** Analyzed claims to identify trends and provide solutions. Targeted 16 stores with highest numbers, coached leaders and trained teams in better decision-making processes, and held leaders accountable for improvements. Reduced legal expenses and payouts by 50%.
- **Reduced poorly engaged locations by 52% in three years.** Focused on building relationships with leaders, collaborating on solutions to improve culture, and introducing communication tools for associates and leaders. Resulted in the greatest improvement overall in the company; honored with achievement award.
- **Enhanced Internal Resolution Program, resolved 91% of claims at initial level.** Faced three-year trend of increasing escalated claims. Performed root cause analyses, retrained managers on resolution skills, and provided better tools for managing performance. Resulted in improved investigator resolution skills.
- **Improved regional turnover, cut rate by 88%.** To curb the trend of losing valuable employees, promoted associate referral program and internet recruitment. Implemented succession planning and career development goals, held quarterly talent reviews, and instituted cross-training program.
- **Slashed asset protection claims by 93%.** Asset Protection (AP) policies were unclear, resulting in an increase of associate claims, litigation fees, and damage to the brand. Analyzed cases, updated policies, and rolled out national training program. Employee engagement scores also improved 12 points

Manager of Associate and Labor Relations

Hecht's Department Stores
2002 to 2006

Led all labor and employee relations matters and activities within the terms of the Collective Bargaining Agreement for 10 locations. Partnered with service area HR leaders to successfully implement system-wide initiatives and other assignments. Provided leadership to overcome the obstacles and challenges associated with implementing changes in a union environment and to navigate these challenges effectively. Demonstrated steady career progression through Hecht's HR management. Acquired by Macy's and Bloomingdale's; recruited by Macy's.

- **Launched 28 new or acquired stores.** During a period of rapid company growth, tasked with onboarding all HRBP's. Conducted training on HR systems and policies and ensured successful transition of all HR functions and compliance. Locations opened or transitioned on time and under budget within four years.

Earlier Hecht's experience includes: Manager of HR Administration and Productivity; Sr. Manager of Staffing; Manager of Central Staffing; Human Resources Manager; Assistant Human Resources Manager; and Sales Associate.

TRAINING

Workplace Violence, Threat Assessment Group
Elements of Bargaining, HR Policy Association
Pro Se Arbitration Training, American Arbitration Association
Investigation to Decision, Macy's Internal Training
Union Avoidance Strategies, Macy's Internal Training
Results Based Master Coach, Lee Hecht Harrison

ADDITIONAL INFORMATION

Hobbies: Community Volunteering, Gardening, and Surf Fishing.