

# LINDA STILLER

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## 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 and 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).

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### SELECTED ACCOMPLISHMENTS

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**Cut associate claims by 86%.** Analyzed claims and trends of 16 stores with highest number. Coached leaders and trained staff in better decision-making processes and accountability, reducing legal expenses and payouts by 50%.

**Prevented over 20 unionizing attempts in nine years.** Faced with ongoing labor union campaigns, created national FIX IT program that educated and empowered leaders to act immediately to address associate concerns.

**Won 100% of Pro Se cases, saved \$200K in fees.** Worked with legal counsel and represented company in conducting 12 arbitrations within three years. Resolved most cases through mediation; two awarded in favor of the company.

**Reduced poorly engaged locations by 52% in three years.** Built relationships with leaders, collaborating on communication tools and solutions to improve culture. Resulted in the greatest improvement in the company.

**Enhanced Internal Resolution Program, resolved 91% of claims.** Three-year trend of increasing escalated claims required root cause analyses and retraining managers on performance management and effective resolution skills.

**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.

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### CAREER EXPERIENCE

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**VP of Employee and Labor Relations, Macy's, 2009 to 2018.** 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. Held budgets up to \$250K. Corporate RIF.

Demonstrated career progression at Macy's: **Regional VP of Human Resources** and **Regional Director of Employee and Labor Relations.**

**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.

Demonstrated career progression at Hecht's: **Manager of HR Administration and Productivity; Sr. Manager of Staffing; Manager of Central Staffing; Human Resources Manager; Assistant Human Resources Manager; and Sales Associate.**