

## 2010 Retailing Smarter Symposium Speakers

**Stuart Aitken**  
**Chief Operating Officer**  
[dunnhumbyUSA](http://dunnhumbyUSA.com)

Aitken joins dunnhumbyUSA as its Chief Operating Officer, bringing with him over 15 years of marketing, academic and technical experience across a variety of industries. Aitken is also a member of the dunnhumby Executive Board.

Prior to joining dunnhumbyUSA, Aitken held a variety of retail marketing positions, most recently as the Executive Vice President/ Chief Marketing Officer of Michael's Stores, Inc., the #1 art and crafts retailer in the U.S. with over 1,000 stores in the U.S. and Canada. Prior to that, he spent nine years with North American grocery retailer Safeway, Inc. in a series of senior level marketing and loyalty reward positions, where he managed card & loyalty marketing, data mining / innovation and category management. Aitken also worked in the software industry as a consultant, as well as a Lecturer of technology at a college in Scotland.

Aitken has B.A. in Information Management from Queen Margaret University in Edinburgh, Scotland and a M.A. in Information Management from the University of Strathclyde in Glasgow, Scotland. He was a member of the Retail Board of Advisors to AC Nielsen, IRI and NCR's Teradata Division as well as the Board of Advisors to California State University East Bay's Business and Economic Department.



**Meg Crofton**  
**President**  
**[Walt Disney World Resort](#)**

Meg Crofton serves as President of the Walt Disney World Resort, overseeing a work force of more than 60,000 Cast Members at the world's premier vacation destination. She administers a property that is more than 40 square miles in size, and includes four theme parks, two water parks, 22 resorts, Downtown Disney, Disney's Wide World of Sports Complex and other attractions. Meg reports to Al Weiss, President of Worldwide Operations for Walt Disney Parks and Resorts.

A 29-year Disney veteran, Meg is widely known and respected for her outstanding leadership and passion for a world-class Guest and Cast experience. "Our Cast Members are the ones responsible for delivering Disney's legendary Guest service," she says. "They're constantly developing better ways to delight and surprise our visitors – and deliver on the Disney promise."

Meg has held a wide range of executive leadership roles at Disney in Human Resources, Hotel Operations and Convention Sales. She led an international task force responsible for opening six resort hotels at Disneyland Resort Paris in 1992. Meg has spent most of her career at the Walt Disney World Resort but has broad international experience, most recently as Executive Vice President of Human Resources for Walt Disney Parks and Resorts, serving 90,000 global Cast Members at five worldwide vacation destinations.

Meg began her professional career in 1975 in Marketing at General Telephone and Electronics and joined The Walt Disney Company in 1977 as a marketing manager with Vista-United Telecommunications. After leaving Disney in 1979 to join AT&T as District Manager of Marketing, she rejoined the company in 1981 and proceeded to work her way up through a variety of leadership roles.

Meg has been active in the Central Florida community for many years. She is currently chair of the Metro Orlando Economic Development Commission, and serves on the boards of Orlando Health and the Central Florida Regional Commission on Homelessness.

Meg attended Rollins College and transferred to Florida State University where she received her bachelor's degree in Marketing and her MBA. She and her husband, Rich, live in Winter Park, Florida.



**Mike Hyter**  
**President and CEO**  
**[Novations Group, Inc.](#)**

**Michael C. Hyter** is President and Chief Executive Officer of Novations Group, Inc. Prior to joining Novations, Mr. Hyter held a wide range of human resources and leadership positions at the Dayton Hudson Corporation. In 1992, he became vice president of Community, Government Affairs and Public Relations for sixty-three Dayton's, Hudson's, and Marshall Field's stores. He attributes the turning point in his professional development to his participation in a leadership development program delivered by J. Howard & Associates. Exposure to the efficacy principles, he attests, was paramount to his career acceleration. "That event made me understand more fully that development is a learnable process and how to be responsible for taking on incremental challenges and risks in my own career." He was so impacted by the *efficacy* principles that in 1996 Mr. Hyter joined J. Howard & Associates. He was attracted to the organization because of its mission of developing talent and helping organizations increase the yield of their employees. In 1999, he was promoted to a managing director role and in 2001 was named President & CEO of J. Howard & Associates. Mr. Hyter went on to become President and COO of Novations Group (the parent company of J. Howard & Associates) and in 2006 became its President and CEO. Throughout his career, Mr. Hyter's work with executives in Fortune 1000 companies has resulted in organization-wide initiatives that have enhanced the business objectives of those organizations. He has also helped them expand that work into their subsidiaries in Europe and Latin America. This work has been enhanced by the belief that one of the most effective ways to impact an organization's bottom line is by growing and developing the talent within the organization. Mr. Hyter has published articles in *2004 Handbook of Business Strategy*, *Director's Monthly*, *Profiles in Diversity Journal*, and *Inc.* He is also co-author of *The Power of Inclusion: Unlock the Potential and Productivity of Your Workforce*, published by Wiley in 2005. Mr. Hyter serves on the board of the Executive Leadership Council and the Citi Performing Arts Center (formerly the Wang Center) in Boston.



**Dan Stanek**  
**Executive Vice President**  
**[Retail Forward](#)**

Dan Stanek is an Executive Vice President with Retail Forward, a Kantar Retail Company, and has more than 25 years of experience in consumer marketing and retail consulting for Fortune 500 companies. He specializes in marketing strategy, channel strategy and brand development. Dan has extensive experience developing brand and retail market positioning strategies for many of the nation's leading retailers and consumer products companies.

**Myron E. (Mike) Ullman, III**  
**Chairman of the Board and Chief Executive Officer**  
**[J. C. Penney Company, Inc.](#)**

Myron E. (Mike) Ullman is chairman and chief executive officer of J. C. Penney Company since December 2004. From 1999 until January 2002, he served as directeur general, group managing director of LVMH Moet Hennessy Louis Vuitton, the world's largest and leading luxury goods manufacturer and retailer based in Paris, France. From 1995 until 1999, Mr. Ullman served as chairman and chief executive officer of DFS Group Limited, the travel retailer, majority owned by LVMH. Mr. Ullman served as chairman and chief executive officer of R. H. Macy & Co., Inc., from May 1992 to January 1995. Mr. Ullman was group managing director of Wharf Holdings, Ltd. in Hong Kong from 1986 until 1989. He served as executive vice president of Federated Department Stores division in Dallas from 1982 until 1986.

Mr. Ullman started his business career at IBM Corporation in 1969 where he became an international account manager. In 1976, he joined the University of Cincinnati as vice president of business affairs. In June of 1981, Mr. Ullman was appointed a White House Fellow by President Ronald Reagan. In 1995, he was the recipient of the William Howard Taft Medal as outstanding alumnus of the University of Cincinnati and received an honorary doctorate in June of 2006.

Mr. Ullman currently serves as a director of Starbucks Coffee Company and director of Dallas Federal Reserve Bank. He is also the immediate past chairman of the National Retail Federation. Mr. Ullman is a director and former chairman of the UCSF Medical Center Executive Board in San Francisco and is chairman of the board of Mercy Ships International, a global medical and human services charity. Mr. Ullman has also previously served as a director of Polo Ralph Lauren, Taubman Centers, LVMH Moet Hennessy Louis Vuitton, Federated Department Stores and Segway, LLC.

Mr. Ullman and his wife, Cathy, have six children and four grandchildren and live in Dallas, Texas and Montrose, Colorado.

**Rodney Landi, VP Merchandising & Hospitality, Cirque Du Soleil**

**John Wilkins, VP Retail Strategy, Miller Zell**