

**Nancy Bitzer**  
Director of Human Resources  
Railroad Retirement Board

Nancy Bitzer has proudly served as a Federal Human Resources employee for more than 20 years. She is currently the Director of Human Resources for the Railroad Retirement Board (RRB), a smaller Federal agency that is one of the very few Federal agencies with its headquarters outside D.C. in Chicago, Illinois. Prior to working at RRB, Nancy served as the Regional Employee & Labor Relations Officer at both the Federal Deposit Insurance Corporation (FDIC) and the General Services Administration (GSA) in Chicago, Illinois, and successfully worked with NFFE, AFGE and NTEU unions. She has been a team lead, supervisor and/or manager of various Human Resources programs and employees for more than 15 years. She has participated in and/or lead various HR related programs at the RRB as well as at her former agencies at both the regional and national levels. Prior to her Federal career, Nancy worked for a managed health care company in the private sector managing health plans for multimillion dollar companies across the country.

She participates on the advisory board for the Chicago-Kent College of Law, Federal Sector Labor Relations & Labor Law Conference. In addition, she is a member of the Federal Managers Association (FMA) and the Society for Human Resources Management (SHRM). While at the RRB, she won the RRB's supervisor of the year award, and two RRB team awards where she was the project/program manager.

Nancy was born and raised in the Chicagoland suburbs where she still lives today. She received her Undergraduate degree in business, with honors, from the University of Illinois (Chicago) and her Master's degree, with distinction, in Human Resources from DePaul University. In her free time, she is the proud parent of two beautiful daughters, enjoys playing volleyball, and coaching volleyball for a travel club team.