



Department of Veterans Affairs

Senior Executive Biography

Kenneth Smith

***Assistant Deputy Under Secretary, Operations Management
Office of Field Operations
Veterans Benefits Administration***



On December 22, 2019, Kenneth Smith was appointed as the Assistant Deputy Under Secretary for Operations Management in the Office of Field Operations, Veterans Benefits Administration. He is responsible for strategic leadership and direction for VA's disability claims process and field implementation of policies to improve the VA's workload management, human capital utilization and financial stewardship to efficiently deliver outstanding results for approximately 5 million disability, pension, and benefits adjustments processed annually, delivering more than \$149 billion in benefits to 6.3 million Veterans and survivors. Prior to his current assignment, Kenneth served as the Deputy Director for Operations Analysis, where he was responsible for establishing regional office performance targets, staffing, and quantitative analyses supporting claims processing improvements.

CAREER CHRONOLOGY:

2019 – Present	Assistant Deputy Under Secretary, Operations Management, Office of Field Operations (OFO), Veterans Benefits Administration (VBA), Washington, DC
2015 – 2019	Deputy Director, Operations Analysis, OFO, VBA, Washington, DC
2010 – 2015	Assistant Director, Data and Information Services, Office of Performance Analysis and Integrity (PA&I), VBA, Washington, DC
2008 – 2010	Assistant Veterans Service Center Manager, VA Regional Office, St. Petersburg, Florida
2005 – 2008	Management Analyst, OFO, VBA, Washington, DC
1997 – 2005	Education Claims Case Manager/Veterans Service Representative/Rating Veterans Service Representative, VA Regional Office, St. Louis, Missouri

EDUCATION:

SES Candidate Development Program, 2019
Leadership for a Democratic Society, Federal Executive Institute, Charlottesville, Virginia, 2013
Leadership VA, 2011
VBA Leadership Enrichment and Development (LEAD) program, 2001
Master's degree in Historical Theology, St. Louis University, 2000
Bachelor's degree in Philosophy and Religion, Truman State University, Kirksville, Missouri, 1993