



Department of Veterans Affairs

Senior Executive Biography

Kenneth Smith

***Assistant Deputy Under Secretary, Operations Management
Office of Field Operations
Veterans Benefits Administration
Acting Executive Director Education Services***



On February 4, 2025, Kenneth Smith was named as the Acting Executive Director of Education Services, Veterans Benefits Administration. In his role, he leads more than 1,500 EDU employees in the delivery of education and training benefits and services for Veterans and their families including one of VA's most frequently used benefits, the Post-9/11 GI Bill. EDU delivers over \$10B in benefits to over 834k Veterans, Service members, and their families.

Prior to this assignment, Kenneth served as the Assistant Deputy Under Secretary for Operations Management in the Office of Field Operations, Veterans Benefits Administration. In that capacity, he was 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. Kenneth has leveraged his deep knowledge in Education, Compensation and Pension processing and management to improve the validity and use of data to improve operational efficiency.

CAREER CHRONOLOGY:

2025 – Present	Executive Director, Education Service (Acting)
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:

PROSCI Change Management Certification, 2023
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