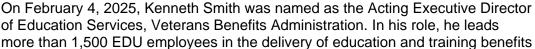


## **Department of Veterans Affairs**

# Senior Executive Biography

## Kenneth Smith

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



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

