



Department of Veterans Affairs

Senior Executive Biography

Kenneth Smith

Executive Director, Education Service Veterans Benefits Administration

Kenneth Smith serves as Executive Director of Education Service, Veterans Benefits Administration. In his role, he leads more than 1,500 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. Education Service delivers over \$10 billion in benefits to over 834,000 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. He led planning, development and implementation of policies to improve the VA's workload management, human capital utilization, and financial stewardship. Under his leadership, VBA efficiently delivered outstanding results for approximately 5 million disability, pension, and benefits decisions and adjustments annually, resulting in more than \$149 billion in benefits to 6.3 million Veterans and survivors. Kenneth's VBA experience started as a claims processor in Education, Compensation and Pension, later progressing into management, with a focus on improving use of data to generate operational efficiency and improved outcomes for Veterans.

CAREER CHRONOLOGY:

2025 – Present	Executive Director, Education Service
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