Lee M. Smith

Degrees

August 2014 – 2017 [Expected]
    Doctor of Education (EdD) in Higher Education Management
    University of Pennsylvania (Philadelphia, PA)

August 2000 – May 2003
    Master of Divinity, *summa cum laude* [Terminal Degree]
    Yale University (New Haven, CT)

August 1996 – May 2000
    Bachelor of Music, *magna cum laude*
    Furman University (Greenville, SC)
    Major: Music Education

August 1996 – May 2000
    Bachelor of Arts, *magna cum laude*
    Furman University (Greenville, SC)
    Major: Religion

Core Competencies

- Champions transformation
- Thinks strategically
- Supports innovation
- Navigates complexity
- Collaborates and connects
- Promotes teamwork
- Builds relationships
- Develops talented teams
- Communicates effectively
- Demonstrates business acumen

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Employment Experience

January 2017 - Present: University of Louisville (Louisville, KY)
    Interim Vice President for Operations/Chief Operations Officer (COO)
- Responsible for Information Technology, Facilities Management, Business Services (including auxiliary operations and procurement), Public Safety, and Performance Improvement and Business Analytics (including shared services, business intelligence, project management, and enterprise systems)
- Serve on senior leadership team
- Liaise regularly with constituent groups (faculty, staff, & students) on important operational processes, policies, and projects
- Manage budgets of ~$60 million across a workforce of >800 staff
- Oversee the development of core operational policies and procedures to ensure continuous quality improvement, compliance, and appropriate responsiveness

July 2015 - Present: University of Louisville (Louisville, KY)
    Associate Vice President, Performance Improvement & Business Analytics
- Lead development and deployment of shared services operation for finance and human resources transactions
- Oversee PeopleSoft ERP system for finance and human resources
- Direct continuous quality improvement efforts, including business process reengineering and technological enhancements
- Lead development of business intelligence/reporting solutions for key operational areas (finance, human resources, facilities, information technology, etc.)
- Direct enterprise project management unit

July 2010 – July 2015: University of Alabama at Birmingham (Birmingham, AL)
    Executive Director, Institutional Effectiveness and Analysis; Director, Customer Service and Quality Improvement; Web Communications Manager
- Led development of automated, interactive dashboards and self-service reports with emphasis on KPI visualization and standardized data definitions
- Oversaw critical data integrity practices and systems
- Directed advanced quantitative analysis to identify critical metrics and produce predictive models to forecast KPI trends (revenue trends, enrollment, retention, etc.)

- Provided oversight for transformational institutional projects—including software implementation—with project management and system development lifecycle approaches
- Led prioritization of technical projects at enterprise level, including automation and re-engineering of key transactional processes based on system data analysis
- Improved key institutional reporting processes through technology and format redesign
- Guided development of and oversee continued operation of shared services center (One Stop Student Services), including critical systems for success
- Championed division-wide customer service initiative and direct operational assessments to foster performance excellence
- Guided production of high-quality digital media to communicate effectively within internal and external audiences, including websites, social media, and graphic design

April 2008 – July 2010: Emory University (College of Arts and Sciences) (Atlanta, GA)
Director of Student Academic Services Operations; Director of Communication and Orientation

- Directed operations of undergraduate student services office
- Supervised financial processes and managed office budgets
- Oversaw technology initiatives for office
- Designed and implemented electronic efficiencies (online catalog, course atlas, etc.)
- Restructured planning and execution of undergraduate orientation program
- Led communication initiatives through web, social media, and print

March 2004 – April 2008: Emory University (Atlanta, GA)
Academic Advisor

- Provided academic advising for various student populations, including science, pre-health, and international
- Provided training for new advisors
- Coordinated implementation of new advising software and student information system improvements
- Revised office forms and processes to create efficiencies
- Led student workshops and presentations

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Honors & Awards

University of Alabama at Birmingham
- 2013-2015: Invited Participant in Executive Development Program

Emory University
- 2013: "20 Champions of Health Promotion at Emory"
- 2009 & 2010: Nominee for Employee-of-the-Year (Emory College of Arts and Sciences)
- 2009: Sustainable Innovator Award
- 2009: College Council Administrator Award

Presentations

"Comparative Analysis of the Various Shared Services Models & Which Might Be Best for your Higher Education Organization." Oral Discussion at Shared Services in Higher Education Conference. Dallas, Texas. April 25, 2017.

"The What, Why, How & Then What of Effective Data Analytics to Ensure Continued Process Improvement." Oral Presentation at Shared Services in Higher Education Conference. Dallas, Texas. April 24, 2017.

"How To Develop a Persuasive Shared Services Business Case for C-Suite, Faculty, & Staff Buy-In." Oral Presentation at Shared Services and Process Improvement for Higher Education & Government Conference. Washington, D.C. November 30, 2016.

"Development of a One Stop: A Single Point of Integrated Student Services." Webinar Presentation for Network for Change and Continuous Innovation (NCCI). February 18, 2015. With Brandi Lamon Pinkerton.

"'Big Bang' Not Feasible? Achieve Shared Services Successes with Focused Engagements at Other Levels Across the Organization." Oral Presentation at Shared Services & Process Improvement for Higher Education & Government Conference. San Diego, CA. November 18, 2014. With Harlan Sands.

"Re-envisioning the Census Reporting Process with Business Intelligence: A Case Study." Oral Presentation at Southern Association for Institutional Research (SAIR). Destin, FL. October 6, 2014. With Jon Corliss and Kris Miltner.

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"Crossing the Impossible Bridge: Realizing Single Sign-On for the Life of a Student." Oral Presentation at 29th Annual ACT Enrollment Planners Conference. Chicago, IL. July 24, 2014. With Brent Gage.

"Development of a One Stop: A Single Point of Integrated Student Services." Oral Presentation at Network for Change and Continuous Innovation (NCCI) Annual Conference. Seattle, WA. July 19, 2014. With Brandi Lamon Pinkerton.

"Building Student-Focused Services." Oral Presentation at Shared Services & Process Improvement for Higher Education & Government Conference. San Diego, CA. 2013. November 13, 2013. With Harlan Sands.

"Development of a One Stop: A Single Point of Integrated Student Services." Oral Presentation at Network for Change and Continuous Innovation (NCCI) Annual Conference. Seattle, WA. July 19, 2014. With Brandi Lamon Pinkerton.

Software Skills

- Quantitative Analysis: SPSS Statistics
- Business Intelligence: Cognos
- Enterprise: Banner (Student Information), PeopleSoft (Student Information & Financials), Oracle E-Business Suite, Blackboard (Learning Management), Optix (Document Management)
- Web Editing: HTML, Dreamweaver, Contribute, Cascade Server (Content Management System), Joomla (CMS), Estrada (CMS)
- Graphic Design: Adobe InDesign, Adobe Photoshop, Adobe Fireworks
- Video Editing: Camtasia Studio & iMovie
- PDF & Interactive Form: Adobe Acrobat Pro & Livecycle Designer
- Communication: Listserv 1.8, FirstClass, & Trumba
- Social Media: Facebook, Twitter, YouTube, LinkedIn, Instagram
- Microsoft Office (Word, Excel, Outlook, Exchange, PowerPoint, Visio, Publisher, Access)

References

References available upon request.