

# ALEX SMITH, MA-HRIR, SPHR

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• TOP 40 UNDER 40 • CHANGE MAKER • HR INNOVATOR • PUBLIC SPEAKER •

## SPEAKER INFO

17

Years in Workforce

5.5

Years as CHRO

BA

Economics

MA

Human Resources  
and Industrial  
Relations

## Core Topics

HR Transformation

HR Technology

Public Sector HR

Culture Change

## CAREER HIGHLIGHTS

- Participated in over 22 Speaking Engagements.
- 4x Keynote Speaker
- Private and public-sector industry experience – government, hi-tech, retail, telecommunications
- Leader with \$130 M+ budget and division with 90+ employees.
- Executive sponsor for largest HR public sector implementation of Oracle HCM cloud in 2018
- Received national media attention for being the first public sector entity to offer a Student Loan Contribution program as an employee benefit. Saved employees \$573,840 in student loan debt in first year.
- Created 401a matching program to close the retirement gap for solid waste workers – addressing a 50-year-old challenge.
- Developed strategies to change diversity composition of top 15 senior leadership roles from 38% minority to 53% minority, and 15% female to 47% female in 5 years. Also, to hire over 700 police officers and 400 firefighters in 4.5 years.

*2021 Top 40 Under 40.  
Memphis Business Journal.*

*2021 Leadership Memphis  
Change Maker Honoree.*

## PUBLIC SPEAKING EXPERIENCE

- University of Memphis HR Discovery Day. **Keynote Speaker.** April 2021.
- Argyle FutureWork Live Virtual. **Keynote Speaker.** “Culture Change and City of Memphis,” April 2021.
- Public Sector Network’s HR & Future of Work Virtual Community Series – HR Innovation. Speaker. March 2021.
- Crown Act CLE. Panel Member. Memphis Bar Association. February 2021.



in/chroalexsmith



@CHROALEXSMITH



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### PUBLIC SPEAKING EXPERIENCE CONTINUED

- Netflix. Featured Panelist. “Real Talk: A Conversation with Black Leaders in HR.” Nov 2020. Virtual.
- Leap HR. Featured Speaker. “Discover: How the City of Memphis is redefined its HR delivery model.” Nov 2020. Virtual
- TN SHRM Conference. **Keynote Speaker**. “Changing Culture, Changing Outcomes, A Case Study of HR Momentum in Progress.” Nov 2020. Virtual.
- Equal Education Opportunity Group. **Keynote Speaker**. “Keys to Unlocking Your Dreams.” Feb 2020.
- Hope Global Forum. Featured Panelist. “The Future of Work: A Vision for Inclusion.” May 2019. Atlanta, GA
- Unleash Conference. Conference Presenter. “Change Management: HR Transformation through technology.” May 2019. Las Vegas, NV.
- Workforce Spotlight Webinar. Featured Speaker. “How a Mayor and CHRO Worked Together to Modernize a City.” February 2019.
- Aspen Institute. Featured Panelist. “Lifting the Weight: Solving the Consumer Debt Crisis for Families, Communities, and Future Generations.” November 2018. Washington, D.C
- National League of Cities. Featured Panelist. “What Cities Can Do When States Push Down Higher Healthcare and Pension Costs.” November 2018. Los Angeles, CA.
- Oracle OpenWorld. Conference Presenter. October 2018. San Francisco, CA.

### AWARDS

- Best Cultural Transformation Award. 3SixtyInsights. June 2021.
- 2021 Top 40 Under 40. Memphis Business Journal. May 2021.
- 2021 Change Maker Honoree. Leadership Memphis. March 2021.
- 2020 CHRO of The Year Nominee. HRO Today Magazine. December 2020.
- Top 100 Faces of the Carlson School of Management. November 2019.
- 2019 Human Resources Management Excellence Award. TN SHRM Conference. October 2019.
- 2019 HR Impact Nominee – Best Places to Work. Memphis Business Journal. September 2019.
- Finalist. George Mabon HR Executive of the Year Award. SHRM-Memphis. February 2018.
- Received three awards at the 14th annual Stevie® Awards for Women in Business. November 2017.
  - Most Innovative Woman of the Year - Government or Non-Profit Status: Silver Stevie Winner
  - Woman of the Year - Government or Non-Profit Status: Silver Stevie Winner
  - Female Innovator of the Year – Government or Non-Profit –More Than 2,500 Employees Status: Bronze Stevie Winner
- Named as Memphis Business Journal 2017 Super Woman in Business. September 2017

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## EDUCATION AND CERTIFICATIONS

### Human Resources

SHRM-Senior Certified Professional	February 2015
SPHR Certification	December 2011
Society of Human Resource Management (SHRM) Member	2004 - Present

### Academic

University of Minnesota, Carlson School of Management	Minneapolis, MN
Master of Arts in Human Resources and Industrial Relations	December 2005

\*Received 2006 Yoder-Heneman Scholar for Academic Excellence

Duke University	Durham, NC
Bachelor of Arts in Economics, Certificate in Markets and Management	December 2003

### Leadership Development

Bloomberg Harvard City Leadership Initiative, New York, NY	2017
Disney Institute, Customer Service Excellence Training, Paris, FR	2010
Linkage, Inc, Global Institute for Leadership Development, Palm Springs, CA	2008

## FEATURED MEDIA INTERVIEWS – ALEX SMITH GUEST

### #WorkTrends Podcast

Host: Megan Biro  
Navigating Your HR Career Across Multiple Industries  
June 2021

### 3Sixty Insights. #HRTechChat.

Host: Brent Skinner  
Insights on HR Technology Transformation.  
February 2021

### Leadership with Heart

Host: Heather Younger  
Nov 2019

### HR Happy Hour 345- Implementing A New HR Technology Strategy

Host: Trish McFarlane  
Nov 2018

### Copeland Coaching Podcast: Career advice for job seekers who want to find a job.

Host: Angela Copeland  
Episode 157 | Alex Smith, Chief HR Officer, City of Memphis  
Feb 2018

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### FEATURED NATIONAL ARTICLES

- Sarah Fister Gale. "Paper Trails to The Cloud." Workforce Magazine. Cover Article. January 2019. <https://magazine.workforce.com/issue/january-february-2019/paper-trails-to-the-cloud/>
- Linda Currey Post. "How an HR Overhaul Helped Memphis Strengthen Its Emergency Services." Forbes Magazine. November 26, 2018. <https://www.forbes.com/sites/oracle/2018/11/26/how-an-hr-overhaul-helped-memphis-strengthen-its-emergency-services/#29eb77c62ead>
- Jason Axelrod. "The disengagement doldrums." American City and County Magazine. October 10, 2018
- Katherine Barrett & Richard Greene. "How Public Employee Benefits (Beyond Pensions and Health Care) Compare to the Private Sector's" Governing Magazine. October 8, 2018
- Anita Yadavalli. "How Memphis Helps Employees Repay Student Loans." July 23, 2018
- Alan Blinder. "Decades Later, Memphis to Compensate Black Sanitation Strikers of 1968." The New York Times. July 25, 2017
- Abigail Hess. "Memphis has pledged to help its city employees pay off their student loans." CNBC. June 12, 2017

### PUBLISHED AUTHOR

- Alex Smith. "Plan Failed. Started Over. Found Success." Lulu publishing. May 2018
- Alex Smith. "The Power of Culture Change: Our City of Memphis HR Strategy." HR Professionals Magazine. August 2017