

EXECUTIVE BIO: ALEX SMITH CHIEF HR OFFICER, CITY OF MEMPHIS

Alex Smith, 2021 Memphis Business Journal Top 40 under 40, 2021 Memphis Urban Elite Top 40 under 40, 2021 Leadership Memphis Change Maker awardee, and winner of HRO Today Magazine's CHRO of the Year 2020, is best known for positioning the City of Memphis as a model for city government for the 21st Century. Her team recently received the 2021 SHRM-Memphis Team Excellence Award (Public Sector) and 2021 HRO Today Association Award for Engagement Strategy Excellence (Public) in the North America region.

Her colleagues refer to her as the "Chief Change Officer" because she's a visionary who continues to elevate the City of Memphis's culture to enable Mayor Strickland's mission of "improving the quality of life for all Memphians, every day."

As Chief Human Resources Officer, reporting directly to Mayor Jim Strickland, Alex is also known as the architect of the City's updated talent management, training, labor relations, employee engagement, wellness, compensation, benefits, diversity and safety initiatives.

She has since been featured in numerous publications including Forbes, American City and County Magazine, Governing Magazine, and CNBC for transforming a government municipality to the 21st Century through cloud-based technology, and economic empowerment through workforce sustainability.

Thanks to her proficiency in driving execution, in 2017 The City of Memphis became a trailblazer by offering a health insurance private exchange for retirees and being the first municipality to offer a student loan contribution program. Also, in 2018, the City was the largest national public sector entity to move to HR cloud-based technology, Oracle HCM. She and her team received national recognition in Workforce Magazine in 2018 for this achievement.

Alex regularly serves as a guest panelist and conference presenter for national and global audiences. She has been a featured participant in Netflix series Real Talk: Blacks in HR; Hacking HR; Hope Global Forum; Aspen Institute, National League of Cities, and SXSW, and International Personnel Management Association. She was also a keynote speaker for TN Society of Human Resource Management and Public Sector Network. Also, she was recently named on Social Micole's #HRforall Most Inclusive HR Influencer List.

A firm believer in community service, Alex serves on the advisory council for 3SixtyInsights and the advisory board for Government Executive Media Group's RouteFifty. She also serves on the board of directors for First8 Memphis, a non-profit committed to universal pre-k education in Memphis.

Before gaining her position as Chief HR Officer for the City of Memphis, Alex built a notable career as a strategic HR partner for key business leaders, serving in HR management roles for Brightstar Corporation, and industry leaders, including Target Corporation, and Microsoft Corporation.

She holds a Bachelors in Economics from Duke University and a Masters in Human Resources and Industrial Relations from the University of Minnesota. Alex currently lives in Memphis with her two daughters.

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Social Media

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