

**Kelly L. Smith**

**Work History**  
03/00 - present

National Conference Service, Inc. (NCSI)  
Director of HR (2003 - present)

- Help direct the company as member of executive team
- HR Strategic planning with executive and management teams
- Facilitate CEO and Senior CEO Roundtables
- Active SHRM National member and local HoCoHRS member
- Process bi-weekly payroll
- Benefits and 401k plan design and administration
- Maintain and develop company policy
- Assure all required legal compliance including AAP when applicable
- Consult with managers on any personnel issues and develop staff for advancement
- Corporate training
- Design and oversee corporate diversity and inclusion initiative

Director of Administration and HR (2000 – 2003)

- HR responsibilities listed above and recruiting
- Manage accounting and office staff
- Office management and oversight of computer infrastructure

Officer Manager/HR Director (2000)

Event Manager (2000)

- Plan, promote and produce government meetings and conferences

Annual Corporate Awards

Excellence Award - 2018

Outstanding Achievement Award – 2000

Employee of the Year Award – 2001

04/00 – 12/10

National Small Business Council (NSBC)  
Director of HR

All aspects of payroll, HR and benefits for non-profit

11/93 – 3/00 Clemons & Associates, Inc. Baltimore, MD  
 Meetings and Member Services Manager  
 Association Coordinator

- Plan and execute annual conferences as well as small regional meetings and seminars for non-profit trade associations.
- Supervise administrative assistants
- Oversee daily activities of national trade associations
- Work with Executive Director and Board of Directors regarding various facets of association management

Manager of Membership Services

- Coordinate membership for twelve national trade associations

Membership Coordinator

- Process new membership applications
- Maintain membership databases

9/93 – 12/93 Meetings USA Baltimore, MD  
 Intern

- Assist president with coordination of large annual medical conference
- Process meeting registrations

6/91 – 12/93 Tasco Telemessaging Services, Towson, MD  
 Shift Supervisor/Telephone Operator & Dispatcher

- Supervise 10-12 operators
- Train new operators
- Dispatch emergency calls

**Education** Towson State University Towson, MD  
 Master of Science, Human Resource Development  
 GPA 4.00, May 1997

B.S., Communication Studies, GPA 3.80 (Summa Cum Laude)

**Professional Affiliations** Member of Society of Human Resource Management (SHRM)  
 Member of Howard County Human Resources Society (HOCOHRs)  
 Program Committee Member – 2008-2012  
 Plan agenda topics and speaker selection for 10 member meetings each year.