



## Andrea B. Smith Chief Administrative Officer

ANDREA B. SMITH is Bank of America's chief administrative officer (CAO) and a member of the company's executive management team. Smith leads global functions and businesses that drive responsible growth and the company's customer-focused strategy.

As CAO, Smith is responsible for the company's three-year strategic plan, its business integration efforts, and operations that support the company's eight lines of business. She also manages the company's capital, recovery and resolution planning, as well as the delivery of the bank's business capabilities in 90 U.S. markets. In addition, she oversees the bank's global security operations, an 83 million-square-foot real estate portfolio in approximately 40 countries, and the bank's \$23 billion spend with vendors and suppliers, including industry-leading supplier diversity efforts, a key part of the bank's Environmental, Social and Governance (ESG) work.

In 2016, Smith oversaw an increase in spend and investment with minority- and women-owned businesses to \$2.3 billion. The bank is the only financial services firm to join the Billion Dollar Roundtable, which recognizes corporations that spend at least \$1 billion with minority- and women-owned businesses.

Smith has held a number of senior leadership positions for the company including head of Global Human Resources. In that role, she managed a global workforce of more than 200,000 employees and transformed the bank's hiring processes, employee benefits, and diversity and inclusion efforts. She joined Bank of America in 1988.

Smith is a thought leader on workforce development, education and economic mobility. She chairs Charlotte's Chamber of Commerce and serves as co-chair of the Leading on Opportunity Council, which is building a structure and plan to address economic mobility in Charlotte. Smith was appointed by N.C. Governor Roy Cooper to chair the North Carolina Business Council and serves as co-chair of the My Future NC Commission, which will focus on education and training needs across the state.

As an advocate for women, Smith serves on the national board of directors for the International Women's Media Foundation. She also serves on the board of the American Bankers Association, the Charlotte Sports Foundation, and Discovery Place. Smith was recognized as the 2017 Charlotte Businesswoman of the Year by Queens University. She has also been recognized by American Banker magazine for the past several years as one of the "Most Powerful Women in Banking."