



Thomas Kennedy, CRM is the Records Retention Manager for the Pennsylvania Higher Education Assistance Agency. His records career experience includes work as a commercial records center manager and records and facilities leadership roles in the legal industry. Thomas is also a past law enforcement officer and U.S. Army veteran. Thomas' past education includes a Bachelor of Science in Criminal Justice from Northeastern University and a Master of Business Administration from the University at Buffalo. He is also currently studying for a Master of Science in Information Systems at the Pennsylvania State University at Harrisburg with an expected completion date in 2024. Thomas has been the lead writer for the CRM Exam Part III since 2021 and is a member of NAGARA and the Liberty Bell chapter of ARMA. He is also an active volunteer with the Pennsylvania Central Food Bank and Junior Achievement of South Central Pennsylvania.