



**Chief Master Sgt. Kevin Osby
Army & Air Force Exchange Service
Senior Enlisted Advisor**

Air Force Chief Master Sgt. Kevin Osby is the Senior Enlisted Advisor for the Army & Air Force Exchange Service (Exchange), headquartered in Dallas.

The Exchange is a non-appropriated fund entity of the Department of Defense. Established in 1895, the Exchange is the 54th largest retail organization in the U.S. With annual revenues of \$7.5 billion, the Exchange employs approximately 35,000 associates, including military personnel. In the last 10 years, the Exchange benefit has provided \$3.4 billion in earnings for critical military Quality-of-Life programs such as outfitting 700,000 Warfighters at cost annually, providing school meal support for Department of Defense Education Activity facilities overseas and delivering needed services to locations impacted by natural disasters.

Osby serves as the focal point for communications between Exchange leadership and Army and Air Force active duty, Guard, Reserve, family members, Veterans and retired patrons. He travels to Army and Air Force installations worldwide to present updates on Exchange activities and provides feedback on issues affecting customers.

The Exchange operates more than 4,900 facilities, including department and convenience stores, restaurants, malls, movie theaters, gas stations and other specialty retail businesses on military installations. The Exchange's operations span 50 states, four U.S. territories and more than 30 countries. Additionally, the Exchange Credit Program manages a \$2.25 billion credit card receivables portfolio.

To support combat readiness and provide foreign-based service members and their families with U.S. products, the Exchange operates bakeries in Europe and Asia and water bottling plants in Europe under 11 brand licenses from U.S. consumer goods companies, including Wonder Bread, Krispy Kreme and Culligan. The Exchange annually provides troops with more than 700,000 combat uniforms and serves more than 1.8 million lunches to Warfighters' children at Department of Defense Education Activity schools overseas.

Diversity, equity and inclusion are at the core of the Exchange's culture and represent the strength of the organization. The Exchange challenges itself in its ability to recruit, hire,

promote and retain a diverse and inclusive workforce to create business advantages and opportunities for growth. A major employer of Veterans and military spouses, the Exchange has hired more than 1,700 Wounded Warriors since 2010 and more than 50,000 Veterans and military spouses since 2013. The Exchange plans to hire an additional 25,000 Veterans and spouses over the next five years, aiming for a total of 75,000 such hires by 2026.

Osby is a native of Shreveport, Louisiana. He enlisted in the United States Marine Corps in September 1997, serving as an administration clerk for four years. After separating the Marine Corps in 2001, he joined the Air Force Reserve as a Health Services Management Technician. He served in this capacity for four years before applying to return to active duty with the Air Force in December 2005.

During his Air Force career, Osby has served in health services management capacities at Barksdale Air Force Base, Louisiana; Joint Base San Antonio, Texas; and Hurlburt Field, Florida. He also served as Senior Enlisted Advisor for the Deputy Assistant Director, Information Operations/J-6, Defense Health Agency, Falls Church, Virginia, and Superintendent, 81st Medical Diagnostics and Therapeutics Squadron, Keesler AFB, Mississippi. He came to his current position at the Exchange in August 2020.

Osby earned a Master of Arts in Information Technology Management from Webster University, Missouri; a Bachelor of Science in Management/Computer Information Systems from Park University, Missouri; an Associate of Applied Science in Health Care Management from the Community College of the Air Force and an Associate of Applied Science in Computer Information Systems from Bossier Parish Community College, Louisiana.

Osby deployed to Baghdad, Iraq, in October 2008 as an individual augmentee working in a joint environment as a Joint Operations Center Medical Liaison NCO. His awards and decorations include the Defense Meritorious Service Medal, Air Force Meritorious Service Medal with three bronze oak leaf clusters, Joint Service Commendation Medal, Air Force Commendation Medal with one bronze oak leaf cluster, Air Force Achievement Medal, Navy/Marine Corps Achievement Medal and Iraq Campaign Medal.

(Current as of November 2021)