



**Marla S. Randolph**  
**Army & Air Force Exchange Service**  
**President and**  
**Chief Operating Officer**

Marla S. Randolph is the President and Chief Operating Officer for the Army & Air Force Exchange Service, headquartered in Dallas.

The Exchange is a nonappropriated fund instrumentality of the Department of War. Established in 1895, the Exchange is the 51<sup>st</sup>-largest retailer in the U.S. With annual revenues of \$8.6 billion, the Exchange employs 24,000 associates, including military personnel. In the last 10 years, the Exchange benefit has provided \$15 billion in value to the military community.

The Exchange operates more than 5,000 facilities, including department, convenience and Military Clothing stores; restaurants; malls, movie theaters; gas stations; and other specialty services on military installations worldwide. The Exchange is a leading employer of Veterans and military spouses.

Randolph's position is commensurate in rank to a member of the Senior Executive Service. As President and COO, Randolph directs overall operation of the Exchange, supervising regions; Services, Food and Fuel; store operations; and staff elements that directly support all Exchange activities.

Randolph graduated with honors and earned two graduate degrees: a Master of Arts in Management from Webster University, St. Louis, Missouri; and a Master of Science in Organizational Leadership from Argosy University, Dallas. She also graduated cum laude with a Bachelor of Science in Accounting from Jackson State University, Jackson, Mississippi. She holds professional certifications in Retail Management (National Retail Federation), Customer Service and Sales (National Retail Federation) and Food Service Management Professional.

Randolph began her Exchange management career as a college trainee in 1993 at Andrews Air Force Base, Maryland. There, she became the Sales Area Manager in 1994 and the Customer Support/Operations Manager in 1995. She was then promoted to store manager at Maxwell Air Force Base, Alabama in 1996, before taking on the same position at Walter Reed National Military Medical Center in 2002 and at Fort Myer, Virginia in 2004.

In 2006, Randolph transferred overseas to become Senior Region Retail Program Specialist for the Pacific Region in Okinawa, Japan. In 2008, she deployed to serve as general manager in Kuwait and Iraq. In 2009, she became general manager of the Grafenwoehr Exchange in Germany.

In November 2011, Randolph was promoted to Director, Customer Experience, and transferred to Exchange headquarters in Dallas. In this role, she planned, directed and executed short- and long-term strategies for the worldwide strategic Corporate Communication function. She also directed customer outreach, relationship marketing, media relations and related communications. In March 2013, she transferred to the Executive Group, where she became the Executive Administrator to the Chief Operating Officer.

In May 2014, Randolph was promoted to Vice President, Planning Division, Real Estate Directorate, where she analyzed sites, developed store location strategies and identified remodeling and/or expansion opportunities for Exchange facilities worldwide. In December 2014, she was named Vice President, Strategic Operations, where she led the development of strategies to improve operational processes and drive organizational growth.

Randolph was named Vice President, Pacific Overseas Region, which includes Okinawa, mainland Japan, Korea, Guam and Hawaii, in October 2015. In January 2018, she became Regional Vice President, East Central Region. She was promoted to Senior Vice President, Central Region, in April 2018. She was named Senior Vice President of the Europe/Africa/Southwest Asia Region in July 2020 and assumed the COO position in March 2024. She assumed her current position in June 2026.

(Current as of June 2026)