



**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 \$8.5 billion, the Exchange employs approximately 29,000 associates, including military personnel.

In the last 10 years, the Exchange benefit has provided \$3.5 billion in earnings for critical military Quality-of-Life programs such as outfitting more than 600,000 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, Air Force and Space Force active duty, Guard, Reserve, family members, veterans, retired patrons and DoD civilians. He travels to Army, Air Force and Space Force installations worldwide to present updates on Exchange activities and provides feedback on issues affecting customers.

The Exchange operates more than 5,000 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 \$2.2 billion credit card receivables portfolio.

To support 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 10 brand licenses from U.S. consumer goods companies, including Wonder Bread, Krispy Kreme and Culligan.

The Exchange recruits, hires, promotes and retains a diverse and inclusive workforce. A major employer of Veterans and military spouses, the Exchange has hired more than 1,900 Wounded Warriors since 2010 and more than 57,000 Veterans and military spouses since 2013.

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 from 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 Aug. 2023)