



## Biography

### DEFENSE COMMISSARY AGENCY

1300 E Avenue, Fort Lee, Virginia 23801-1800

#### **Keith Hagenbuch** **Executive Director for Store Operations**

Keith C. Hagenbuch, a member of the Senior Executive Service, is the Defense Commissary Agency's Executive Director for Store Operations, managing and directing tactical store support for all of DeCA's 248 commissaries configured under 26 field zones in 46 states, 13 countries and two U.S. territories. He is responsible for policy interpretation and implementation for the store operations group, ensuring that continual quality of service is provided to commissary patrons while maintaining the agency's mission integrity. He assumed this position in October 2011 as part of DeCA's reorganization.

Mr. Hagenbuch was previously the director of DeCA West, a regional operating element responsible for 111 commissaries in the Western United States and the Asia-pacific area, eight central distribution centers and for providing product support to a Navy Exchange Mart. Preceding this, he served for three years as DeCA West deputy director, overseeing commissaries in Japan, Korea, Guam, Washington and Alaska.



#### **EDUCATION**

1977, Bachelor of Science degree in natural resources management, California State University, Sacramento, Calif.

1990, graduate, Air Command and Staff College in-residence program, Maxwell Air Force Base, Ala.

#### **CAREER CHRONOLOGY**

2010 – 2011, director, DeCA West, McClellan, Calif.

2009 – 2010, acting director, DeCA West, McClellan, Calif.

2006 – 2009, deputy director, DeCA West, McClellan, Calif.

2004 – 2006, director of performance and policy, Defense Commissary Agency, Fort Lee, Va.

1997 – 2004, zone manager overseeing 10 commissaries in Southern California and Arizona, Camp Pendleton, Calif.

1995 – 1997, director of operations, DeCA Southwest Region, El Toro, Calif.

1994 – 1995, zone manager overseeing six commissaries in Southern California, March Air Reserve Base, Calif.

1994, chief of merchandising, Defense Commissary Agency Northeast Region, Fort Meade, Md.

1991 – 1994, commissary officer, McGuire Air Force Base, N.J.

1987 – 1991, commissary officer, McClellan Air Force Base, Calif.

1985 – 1987, commissary management specialist, Air Force Commissary Service Pacific Region Headquarters, Hickam Air Force Base, Hawaii

1984 – 1985, store manager, McClellan Air Force Base, Calif.

1981 – 1984, grocery manager, McClellan Air Force Base, Calif.

1980 – 1981, first Air Force Commissary Service Bridge intern, Mather Air Force Base, Calif.

#### **AWARDS AND HONORS**

Defense Commissary Agency Meritorious Civilian Service Award, 1997, 2004 and 2006

*(Current as of June 2012)*