



Biography

DEFENSE COMMISSARY AGENCY

1300 E Avenue, Fort Lee, Virginia 23801-1800

Christopher “Chris” T. Burns Executive Director of Business Transformation

Chris Burns is the executive director of business transformation for the Defense Commissary Agency, with headquarters at Fort Lee, Va. He is responsible for preparing the Agency for critical near-term business efficiencies and opportunities while sustaining a viable and relevant commissary benefit. He oversees the planning, evaluation and implementation of the Agency’s transformation activities that are being considered. Mr. Burns works across the enterprise to ensure long-term operational excellence through the execution of initiatives, programs and activities for an agency that employs more than 15,000 people and includes a headquarters, five areas and 238 commissaries located in 13 countries around the world, with annual appropriated funds of about \$1.4 billion and annual sales of nearly \$5.5 billion.

From August 2013 to January 2016, Mr. Burns was the chief performance officer, responsible for the work of three subordinate divisions: corporate communications, strategic planning and the executive services. He was responsible for corporate planning, performance management and communicating corporate strategy. He also ensured strategic performance plans are linked to resources; strategic objectives are aligned with the workforce structure and competencies; and strategic initiatives, key performance indicators and investments are monitored. In addition, he managed the Agency’s full range and support of DOD security programs to include antiterrorism, physical security, information security and personnel security.

Mr. Burns served as DeCA’s sales director from 2010 to 2013, responsible for nearly \$6 billion in annual agency sales. He oversaw the Agency’s comprehensive category management process, item file maintenance and implemented the marketing business unit’s extensive marketing and merchandising programs. Prior to the Agency reorganization in September 2011, he was also responsible for the resale contracting division, the efficient and effective movement of subsistence to overseas commissaries through the Defense Transportation System – a \$120 million-plus program and also had oversight of the Guard and Reserve on-site sales program and the functional business systems store support team.

In 2007, Mr. Burns served as deputy director for DeCA West, headquartered in McClellan, Calif., where he was responsible for operational oversight of 68 commissaries in 15 states, with annual sales that exceeded \$1.7 billion. In 2006, he served as director of operations for DeCA East, headquartered at Fort Lee, Va. In that capacity, he was responsible for tasks focused on store-level support and improvement for the 99 commissaries within that region.

Mr. Burns began his commissary career in 1984, when while attending college he began working cooperative internships with the Army commissary system. He subsequently served in a variety of assignments within the commissary system, including many special projects at headquarters and region levels. Within his most recent special project served from January – July 2013, he was the team leader and senior advisor to the DeCA Director reference the DoD Resource Management Directive directed study on commissary benefit. He worked closely with DOD and various DeCA personnel to gather and analyze various ideas, initiatives and concepts that were considered as part of the Department’s study with a purpose to reduce appropriated funded dollars while ensuring continued relevance of the commissary benefit.



EDUCATION

2009, Leadership for a Democratic Society graduate from the Federal Executive Institute, Charlottesville, Va.

2007, Master of Science in administration, Central Michigan University

1986, Bachelor of Science degree in food distribution management, Western Michigan University

CAREER CHRONOLOGY

2013 – 2016, Chief Performance Officer, DeCA headquarters, Fort Lee, Va.

2010 - 2013, Director of Sales; Sales, Marketing and Policy Group; DeCA headquarters, Fort Lee, Va.

2007 - 2010, Deputy Director, DeCA West, Sacramento, Calif.

2006 - 2007, Director of Operations, DeCA East, headquartered at Fort Lee, Va.
2004 - 2006, Office of the Secretary of Defense (Personnel & Readiness) Fellowship, Washington, D.C.
2002 - 2004, Zone Manager, DeCA Eastern Region Zone 4, Eglin Air Force Base, Fla.
2001 - 2002, Executive Assistant for Operations and Product Support, DeCA Headquarters, Fort Lee, Va.
2001 - 2001, Two month "shadow" assignment, equipment and supply division chief, DeCA Headquarters, Fort Lee, Va.
2000 - 2001, Store Director, Little Rock Air Force Base, Ark.
1998 - 2000, Private sector positions
1994 - 1998, Commissary Officer, Air Force Academy, Colo.
1992 - 1994, Deputy Commissary Officer for a few months and later Commissary Officer, Lowry Air Force Base, Colo.
1989 - 1992, Deputy Commissary Officer, Frankfurt, Germany
1988 - 1989, Commissary Officer, Patch Barracks, Stuttgart, Germany
1987 - 1988, Commissary Officer, Schwaebisch Hall, Germany
1986 - 1987, Intern with the Troop Support Agency Giessen District, Giessen, Germany
1984 - 1986, Cooperative Intern with the Troop Support Agency while in college
1979 - 1983, Kroger, Hamady Brothers, Daane's and Jewel Food grocery stores while attending high school and college

(Current as of September 2016)