



Jessica Hartley

Managing Director Head of Design & Customer Experience
Chase

Jessica Hartley is a strategy and customer experience executive with over 20 years of experience in collaborating with clients to leverage digital and innovation to transform their businesses by putting people at the center of future experiences. From startups to agencies to consulting firms, she has enjoyed focusing on the synergies between customer, client and employee experiences with an emphasis on digital, technology and connected ecosystems. In her current role, she serves as Managing Director, Head of Design and Customer Experience (DCE) for the Finance, Technology and Data & Analytics Portfolio within JPMorgan Chase's Consumer and Community Banking (CCB) business. Chase is laser-focused on delivering a superior experience to its employees and its customers, with a critical emphasis accelerating speed to market, reducing friction and improving the delight of all of our customers.

In addition to her role, Jessica currently serves as member of the Atlanta Tech Center Leadership Team and as a PXT Site Co-Lead, helping to drive culture and employee engagement of our Product, Tech, Design and Data talent in the Atlanta metropolitan area. Jessica is excited to build out a team with a footprint in Atlanta, that will be dedicated to embedding the principles of world-class customer experiences as a focal point within and across CCB products. She is also Co-Chair of the Global Bi+ Council as part of The Office of LGBTQ+ Affairs, Executive Sponsor for the Inclusion Pillar for DCE, and a member of the Black Executive Forum, LGBTQ+ Executive Forum and Women On The Move. Jessica is extremely passionate and active in supporting the inclusion, development, and advancement of systemically-excluded communities in corporate, and entrepreneurial spaces.

Through her consulting business, Hartical Media, LLC, she leads workshops and seminars on personal branding, maximizing sponsorship and leveraging professional development strategies to expand and advance the careers of women, people of color and LGBTQ+ communities. She's also the creator and host of a podcast, "Hustle Grind Shine & Reignite" that highlights the powerful journeys of women of color across their lives and careers. Committed to giving back, Jessica is a Board of Trustee for WorldOregon, a non-profit organization focused on creating a pipeline for international engagement so that Oregonians of all ages can be informed and active global leaders. She is an executive member of the Information Technology Senior Management Forum (ITSMF), a national organization focused on the development and advancement of Black executives in technology industries and roles.

Jessica has a BA in Communications from Purdue University and an MBA in Media Management from Metropolitan College of New York. She resides in the greater metro Atlanta area with her three children.