



Jana Etheridge

Board Director

Jana Etheridge is a member of the Capital One Financial Services Leadership Team. She serves as Chief of Staff and leads the Customer Office for the Financial Services Division. She is responsible for Customer experience analysis and insights, governance oversight for Financial Services and leads internal and external partnerships, associate recognition, internal communications and events. She also leads social innovation strategies across Capital One's South Central region, as part of the Market President Network, and she is on the National Steering Committee for the Women's Business Resource Group. She serves as Co-Chair of the Economic Leadership Council under the Texas Women's Foundation and recently joined the Advisory Board for Dallas Thrives.

Jana has more than twenty-six years of experience in the financial services industry. Before coming to Capital One, she spent twelve years with American Express Financial Advisors (now Ameriprise Financial), during which time she held roles as a Personal Financial Advisor, National Advice Consultant, and Six Sigma Black Belt.

Jana holds a bachelor's degree from Southwestern Oklahoma State University and an MBA from Oklahoma City University.

Fun Fact: Jana enjoys riding motorcycles with her husband, David, spending time with her rescue dogs, Wylie and Franco, and supporting the local restaurant scene.