

Jessica Kaffrén
Managing Director
Member of the JPM SE Management Board
Head of Operations, Outsourcing, and Technology for J.P. Morgan SE

Jessica Kaffrén is a Managing Director in J.P. Morgan Chase's Corporate and Investment Bank based in Frankfurt.



Jessica is responsible for oversight over J.P. Morgan SE Operations, Technology, Outsourcing, Data Governance, Business Resiliency, and Physical Security across LoBs. The primary business objective is to partner with global and local LoBs and functions to ensure delivery towards the legal entity business strategy and client outcomes, as well as regulatory obligations.

Jessica joined J.P. Morgan SE as Head of Operations, Outsourcing and Technology in January 2024 and is based at the Frankfurt am Main office. Prior to joining J.P. Morgan, she was the Global Head of Front Services (Middle Office) for Credit Suisse Wealth Management. Jessica spent five years, 2016-2021, with HSBC in senior operational positions such as Global COO for Operations, Regional Head of Operations for Middle East, North Africa and Turkey, and COO for Wholesale Europe. In these roles she delivered improved client experience, risk landscape and operational efficiencies through process excellence and digitization such as robotics, automation, and the use of AI. Jessica started her career with Credit Suisse where she held roles with the Swiss Investment Banking team, the Credit Suisse internal M&A team and the CFO office. Jessica is passionate about inclusive leadership and people development, and a firm believer in diversity of thought and collaboration to achieve the best collective result for our clients.

Jessica is Swedish, married and has two sons. She speaks Swedish, English and German.