



Jennifer Windbeck
Managing Vice President
Head of Capital One Cafes and Branches

Jennifer Rasmussen Windbeck is the national Head of Capital One's Cafes and Branches. Based in McLean, Virginia, she also enjoys spending time with Ambassadors and leaders in the company's 500 retail locations across the United States.

Jennifer leads the frontline cafe and branch associate teams and operations. In addition, she has responsibility for in-store customer experience and market engagement, including innovating and executing upon customer guidance and transactional capabilities; associate experience and development; local community engagement and volunteerism; and scaling digital-first communications and operational processes. She is also responsible for the physical cafe and branch network and facilities.

She is proud to serve as the business leader for Diversity & Inclusion and for People Leadership for the Retail and Direct Bank, and serves on the board of directors of the Capital One Foundation.

Since joining Capital One in 2011, Jennifer has held a number of leadership roles in the Retail and Direct Bank. In prior roles, she led sales and service strategy for Capital One branches, small business banking, and investing. A highlight of her career has been reimagining the in-person banking experience through the Capital One Cafes since their inception in 2014.

Prior to Capital One, Jennifer served as a Vice President at Morgan Stanley, developing and implementing customer experience strategy and role design for a startup business of private banking advisors. She was formerly a Vice President at Wachovia Bank (eventually acquired by Wells Fargo), including roles in national retail sales and service strategy, incentive plan design, and merger integrations. She began her career as a branch manager at Wachovia, later serving as an executive banker, business banker, and regional manager of branches and small business banking.

Jennifer earned her Bachelors in Political Science and Business Administration from the University of North Carolina at Chapel Hill. She and her husband, Ken, are recent empty-nesters residing in Reston, VA.