

Empowering Every Teammate

An Interview with Jenny Kim Park, Chief Opportunity & Inclusion Officer, Bank of America

EDITORS' NOTE Jenny Kim Park is the Chief Opportunity & Inclusion (O&I) Officer for Bank of America. She serves as the chief strategist for O&I focused programs, initiatives and policies that help drive responsible growth for the company. In this role, Park is a member of the Chief People Organization leadership team. She leads a team who supports enterprise-wide opportunity initiatives, strategic partner management and sponsorships, awards and recognition, learning,



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and oversight of the employee networks for more than 213,000 members across the globe. Since joining the bank in 2018, Park has held several roles focused on driving opportunity and inclusion for Global Technology, Operations, Global Strategy & Enterprise Platforms and Staff Support Functions (CAO, CFO, Audit, Legal, Risk), which together represent more than half of the company's employees. Prior to that, she was head of Human Resources for Global Payments and Global Equities. She was also an advisor to the Breakthrough Lab Accelerator program for early stage, pre-seed startups with fintech or financial inclusion products, services, or ideas. Before joining Bank of America, Park led human resources for HSBC global banking, markets and payments businesses in Latin America, and the Americas more broadly. Park is active in the Bank's employee network groups – which are open to all employees – and serves as Vice Chair of the Global Opportunity & Inclusion Council. She has been recognized internally and

externally for her efforts to drive an inclusive workforce and culture. Park holds a BA degree in journalism from San Francisco State University.

COMPANY BRIEF Bank of America (bankofamerica.com) is one of the world's leading financial institutions, serving individual consumers, small and middle-market businesses and large corporations with a full range of banking, investing, asset management and other financial and risk management products and services. The com-

pany provides unmatched convenience in the United States, serving nearly 70 million consumer and small business clients with approximately 3,600 retail financial centers, approximately 15,000 ATMs (automated teller machines) and award-winning digital banking with approximately 59 million verified digital users. Bank of America is a global leader in wealth management, corporate and investment banking and trading across a broad range of asset classes, serving corporations, governments, institutions and individuals around the world. Bank of America offers industry-leading support to approximately four million small business households through a suite of innovative, easy-to-use online products and services. The company serves clients through operations across the United States, its territories and more than 35 countries.

Will you discuss your career journey?

I studied journalism in college and moved from California to New York with a lot of

excitement about starting my career. Two weeks later, the 9/11 attack on the World Trade Center changed everything. The job I had moved for was put on hold, and I suddenly found myself in a new city during a moment of fear and uncertainty. I questioned whether I had made the right decision being so far from family at such a difficult time.

That moment shaped the direction of my life. I learned how important it is to lean on people who care, especially mentors who can help you navigate the unknown. Their guidance encouraged me to stay in New York, even when many people urged me to return home. I eventually joined a recruiting agency focused on financial services, which later led me into corporate human resources at another global bank. That role opened the door to work that aligned with my strengths and allowed me to help shape human capital strategies. It was not the path I expected when I graduated with a journalism degree, but it became the foundation for a career I am grateful for.

Years later, I received a call about a senior executive role at Bank of America. It felt like a full circle moment because one of my very first jobs had been working as a Bank of America teller in California. Returning two decades later in a leadership role felt incredibly meaningful. I initially led human resources for two lines of business, and a few years ago I stepped into my current position as Chief Opportunity and Inclusion Officer for the company.

People are often surprised by how helpful my journalism background has been. Journalism taught me how to listen with empathy, which has been essential in advising leaders

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and supporting teammates. It taught me how to understand what someone is trying to express and how to help them communicate it clearly. Those skills influence the way I build relationships, share strategy across the company, and think about the more than 200,000 teammates I serve today.

How do you describe Bank of America’s culture?

Our culture centers on care and shared success. We are guided by our purpose to serve clients and communities, and that begins with creating a great place to work. One of the clearest indicators of this culture is that the average employee has been with the company for 20 years. That level of tenure speaks to the trust and connection people build here, and clients feel the benefit of that consistency as well.

We support employees through many different stages of their lives. This includes early career development, parenthood, menopause support, mental health resources, assistance during natural disasters, and planning for retirement. People also grow professionally because they have opportunities to stretch, learn, and build new skills over time. Many teammates end up building more than one career here.

All of these efforts create a workplace where people stay because they feel supported and encouraged. We create intentional resources so our teammates have access to opportunities to perform at their best both professionally and personally.

Will you provide an overview of your role and areas of focus?

As Chief Opportunity and Inclusion Officer, I focus on ensuring that every one of our

more than 213,000 teammates feels they belong at the company and can thrive in their careers here. My role is to make sure that no matter where someone works in our global footprint, or what job they hold, they can experience a workplace that helps them grow and succeed. One of these ways is through our eleven internal professional networks which I oversee. These groups are open to all employees and offer ways for teammates to meet new people, expand their perspectives, and grow both personally and professionally.

Accessibility is another major area of focus. We have always supported people with disabilities and championed neuroinclusion. We are now building a more comprehensive accessibility strategy that reaches across the company. Last year, we hired an accessibility officer to lead this work. As technology and artificial intelligence supplement how we work, it is essential that we think about our technology being accessible as part of our standard planning. I am excited about the progress we are making and all that is still to come.

How do Bank of America’s Opportunity and Inclusion initiatives help drive Responsible Growth?

Responsible Growth requires a workplace where employees have the support they need to succeed. When teammates grow and thrive, they stay with the company which strengthens client relationships and helps us serve communities more effectively. We invest in constant learning and skill building so employees are prepared for the future of our industry. We also honor the many cultures and experiences

represented across our global workforce and among our clients. This combination of development and inclusion helps us build strong, lasting relationships and drives the company forward in a sustainable way.

What do you see as the keys to effective leadership?

Effective leaders communicate clearly and openly. They understand the experiences of their teams and create conditions that allow people to do their best work. Strong leaders also focus on developing others. They nurture emerging talent and invest in future leaders. At a company where many people build long careers, this commitment is essential.

What advice do you give to young people beginning their careers?

Surround yourself with people you trust. You will face moments when you need guidance and it is incredibly helpful to have people whose judgment you value. That advice has been true for me throughout my career.

When I was offered my current role, I almost turned it down. A sponsor who understood my strengths encouraged me to reconsider and reminded me not to stand in the way of my own growth. I’m so thankful that I didn’t, because I love what I do at BofA. Everyone needs someone who believes in them the way my sponsor did.

I also tell people that feedback is not something you need to agree with or disagree with. It is something to understand. When you take the time to understand the feedback you receive, you uncover new ways to grow and you move forward with more clarity and confidence. ●

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