

Jason Cramer

Managing Director,
Head of Lending Operations and Client Experience
Dallas Site Head

Jason Cramer is a Managing Director and Head of Lending Operations and Client Experience for Citi. In this role, he is responsible for daily operations for all mortgage products and channels in the United States for both the Retail and Private bank as part of the Wealth organization. In addition, Jason serves as the Site Head for the Dallas campus overseeing building operations, site activities, and communications for almost 11,000 workers.



Since joining Citi in 2015, Jason has also led Mortgage Servicing Default where he was responsible for all non-customer facing default mortgage operations.

Jason holds a Masters in Speech Communication from California State University, Fullerton and a BA in Organizational Communication from Pepperdine University. He also coached the CSUF Debate Team and taught courses on both Public Speaking and Interpersonal Communications while at the university. Jason represents Citi on the Board of Directors for Junior Achievement of Dallas since 2017 and was a prior Business Sponsor for the Citi Women's Network – Dallas.

A native of California, Jason has lived in Carrollton, Texas for the past fourteen years with his wife and three children.