



Jennifer A. Tucker
US Customs and Border Protection
(A) Branch Chief
Planning, Program Analysis and Evaluation (PPAE) Directorate

Jennifer A Tucker is currently the Acting Branch Chief under the PPAE Directorate, assigned to the Strategic Transformation Office within the Office of Field Operations (OFO). As the Acting Branch Chief, Mrs. Tucker reviews innovative ideas and emerging technologies throughout OFO.

Mrs. Tucker has over 16 years of Federal Service holding various positions throughout the Buffalo/Niagara Region overseeing multiple disciplines in the divergent inspection areas within the land border, airport, cargo railway, passenger railway and vessel environments. She manages more than 700 employees at one of the largest northern border ports of entry.

Mrs Tucker served as the Acting Chief Supervisory Officer over the Tactical Terrorism Response Team and Contraband Enforcement Team in the Area Port of Buffalo. Through her time as a Counter Terrorism Response Officer, she conducted intelligence interviews, enforcement operations, systems queries, and interagency coordination regarding numerous suspected terrorists. She used her training on targeting and passenger analysis to make independent determinations identifying the presence of a national security threats.

Recipient of numerous awards to include, the 2020 Director of Field Operations CBP Ambassador award for her work performance throughout the COVID-19 pandemic and the Buffalo Field Office's Random Act of Professionalism Award as nominated by a subordinate as recognition for empathic assistance during a work-life balance hardship.

Mrs Tucker is a Field Champion in the Law Enforcement, Leadership and Legacy (3L) Alliance program in the Buffalo Field Office which was developed as part of the Female Workforce Acquisition Strategy and was scaled nationally to field offices in San Diego, Los Angeles, San Francisco, Seattle, and some Pre-Clearance locations. As a 3L Champion, Mrs. Tucker conducts 3L Alliance sessions to build a more inclusive workforce culture within the Office of Field Operations. It was through the 3L program that Mrs. Tucker saw the need to develop the Resume and Interview Development Training course. Over the past year, she has developed, solicited, and instructed the Buffalo Field Office's Resume and Interviewing. Mrs Tucker has also authored a Structured Interview Course for managers involved in the hiring process to ensure the best candidate is selected and all processes though out the selection are systematic and non-bias.