Nicole Landen
U.S. Customs and Border Protection
Office of Field Operations, Buffalo Field Office
Chief CBP Officer

Ms. Landen currently serves as the Training Chief in the Port of Buffalo, New York. In this role, Ms. Landen has direct oversight of the Field Training and Use of Force Training Units; together these programs are responsible for ensuring 680 Customs and Border Protection (CBP) Officers and Agricultural Specialists at the busiest port of entry on the northern border are trained in the most recent and relevant federal laws and policies, firearms proficiency, and less lethal defensive techniques.

Chief CBP Officer Nicole Landen began her Federal Law Enforcement career 20 years ago with the U.S. Immigration and Naturalization Service as an Immigration Inspector in Buffalo, NY. After transitioning to a Customs and Border Protection Officer with the creation of the Department of Homeland Security, she was promoted to a Supervisory Officer in 2008 and then achieved her current rank of Chief CBP Officer in 2015.

Ms. Landen serves as a Lead Instructor for CBP's Essential Supervisory Skills (ESS) course that administers front-line, OFO-specific training to newly promoted supervisors to accelerate their transition to leadership by focusing on the skills needed to apply operation-specific tactical command policies, procedures, and decision-making processes. She served as a vital member of the ESS virtual-transition team in 2020 when the course became 100% web-based due to the pandemic, leading the industry with a successful no-cost delivery.

Ms. Landen is a founding Field Champion for the Buffalo Field Office's Law Enforcement, Leadership, Legacy (3L) Alliance Program that was designed to build an OFO-specific program to assist in recruiting, developing, and retaining female officers by promoting mentorship, support systems, and empathetic leadership to foster a more inclusive workforce culture.

Chief Landen holds a Master's degree in Public Administration with a concentration in Justice Administration from Columbus State University.