

Nicole “Niki” French is the Customer Service Branch Manager within Civil Rights & Liberties, Ombudsman and Traveler Engagement (CRL/OTE). In her role, Niki serves as the Customer Experience lead for TSA and manages the TSA Contact Center and TSA Cares, which receive over 1.5 million contacts each year. Niki believes that customer experience is core to TSA’s mission—increasing passenger trust and confidence, and strengthening the security of TSA and our nation.

Niki began her TSA career in 2007 as a Transportation Security Officer at the Manchester-Boston Regional airport, spent five years at the Transportation Security Operation Center within Law Enforcement/Federal Air Marshals, and transitioned to CRLOTE in 2015.

Niki holds a Bachelor’s degree in Administration of Justice and a Master’s degree in International Relations and Homeland Security from Salve Regina University.