

State of Vermont
DEPARTMENT OF MOTOR VEHICLES
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November 15, 2013

Denise Hanchulak
Program Director, Certification & Standards
AAMVA
4301 Wilson Blvd, Suite 400
Arlington, VA 22203

Dear Denise:

State of Vermont Department of Motor Vehicles is pleased to nominate Robin Jackson for Examiner of the Year Award.

Robin Jackson has been working in the exam area for the last 19 years. Currently Robin is the supervisor of the Rutland office and Southern Mobile Unit. She is well respected amongst her staff, peers, and our customers for her work ethic, knowledge, dedication, dependability and professionalism that she brings with her each and every day to work. She is an individual who symbolizes the level of service we expect in this position, and sets the bar high for others.

Robin is an effective leader; she ensures that each of her offices is run efficiently with safety and integrity in mind. She is often asked to be part of special projects or training of new individuals due to her knowledge and expertise. She has everyone in her offices cross trained in exams. Robin understands the corner stone of our business is customer service and highway safety.

She is always eager to assist and improve Vermont's policies and procedures regarding the administration of knowledge and skills tests. Robin is an excellent team player; always willing to assist her staff and others from different geographical locations throughout the state. We often get many compliments on her or Robin's staff regarding their patience, clear communication, and calm demeanor that is received by our customers. We recently have had a turnover of expert examiners and during this demand Robin has continued to make herself available as a trainer, and an examiner.

Robin is an excellent candidate for the 2013 Outstanding Examiner of the Year Award.

Sincerely,

Nancy Prescott
Chief of Customer Service

