



**STATE OF TENNESSEE  
DEPARTMENT OF SAFETY AND HOMELAND SECURITY**

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**BILL HASLAM**  
GOVERNOR

**BILL GIBBONS**  
COMMISSIONER

**TO:** Denise Hanchualak, AAMVA Program Director

**FROM:** Michael Hogan, Director of Driver Services

**CC:** Larry Godwin, Deputy Commissioner  
Lori Bullard, Assistant Commissioner  
Rochelle Bryant, West Division Regional Manager  
Melissa Long, East Division Regional Manager

**DATE:** November 24, 2014

**SUBJECT:** **AAMVA IDEC EXAMINER OF THE YEAR AWARD**

The mission of the Tennessee Department of Safety and Homeland Security is “To Serve, Secure, and Protect the people of Tennessee”.

The department’s vision is “To be a National Leader in Best Practices that Enhance Public Safety and Customer Service”.

Examiner Stephanie Davis has been with the department for twelve years. She works at the Anderson County Driver Service Center, which is located in the Knoxville District of East Tennessee. Examiner Davis consistently exhibits the qualities that embody the mission and vision statements of our department. She is a natural leader and possesses a wealth of knowledge regarding driver license issuance as well as policy and procedure. Stephanie is always willing to step up and take charge or make a decision when management is unavailable. She has been a source of strong support to her Branch Manager by taking the initiative to learn some of the administrative duties so she can serve as a back up to the Branch Manager when necessary.

Because of her knowledge and leadership, Examiner Davis is looked upon as an example by her coworkers. She maintains a harmonious working relationship with all staff members. These skills have made Stephanie a natural choice for hands on training of the new examiners in her office and staff continually look to her for guidance. Though she often performs other tasks, Stephanie consistently produces a high volume of quality work and exceeds the performance goals set forth by the department.

Examiner Davis provides excellent customer service to the public. She is friendly and pleasant and always wears a smile. If a customer has a question about a procedure or the issuance process, Stephanie will go out of her way to explain it to them so they are able to understand it. For this reason, she is able to gain the trust of the customers by speaking to them with confidence and compassion.

In summary, Examiner Stephanie Davis is a top examiner in the Knoxville District of Driver Services. With her strong work ethic, she portrays all the qualities of a leader and is a most valuable asset to the Driver Services Division of the Tennessee Department of Safety and Homeland Security and the State of Tennessee as a whole.

MDH

