



# Iowa Department of Transportation

OFFICE OF DRIVER SERVICES

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December 2, 2015

Denise Hanchulak  
AAMVA – Program Director  
4301 Wilson Blvd, Suite 400  
Arlington, VA 22203

Dear Denise:

Thank you for the opportunity to submit the following Iowa Driver License Examiner nomination for recognition in the 2015 CDE Hall of Fame.

This year Iowa would like to nominate Driver License Examiner Bryan Nguyen. Bryan started with the Iowa Department of Transportation's Office of Driver Services in September of 2004 and has been an AAMVA Certified Examiner since 2006.

Bryan is hardworking, dedicated and a dependable employee for the Office of Driver Services. He is an effective team leader making sure the station is run efficiently and effectively, especially when it comes to technical problems. He is very knowledgeable and catches on quickly to new computer programs, electronic devices and our updates on issuance programs. He continues to share his knowledge with our team members helping those that are not technically savvy gaining a better understanding. He keeps up with the constant changes in licensing, and there have been many!

Bryan has taken the leadership role when the onsite supervisor is gone, helping with the more difficult issues that arise. Bryan's licensing decisions are fair and uniform in accordance with established laws, rules and practices. His number one goal is highway safety.

Bryan continues to help train new employees for Cars, CDL's and Motorcycle testing. He is very knowledgeable with foreign documents and made the team a quick guide to assist with the issuance process for customers so they are helped in a timely manner.

Bryan does an excellent job with our young drivers helping to educate them on safety by doing presentations for their Drivers Education Class. He is very patient and compassionate with our older drivers and the drivers with medically impaired issues. Bryan treats all applicants with respect and dignity making the issuance process as comfortable as possible.

In summary, Bryan is a great role model for the Department of Transportation. He follows our Mission doing things simpler, smarter, and customer driven. We are proud to nominate Bryan Nguyen as Iowa's AAMVA IEDC Examiner of the Year.

Sincerely,

A handwritten signature in black ink that reads "Kim Snook".

Kim Snook, Director  
Office of Driver Services

