



Terry L. Rhodes
Executive Director

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Tallahassee, Florida 32399-0600
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December 1, 2016

Denise Hanchulak,
Program Director, Certification and Standards
AAMVA
4401 Wilson Blvd.
Arlington, VA 22203

Dear Ms. Hanchulak:

We would like to nominate Examiner I, Lovleen Sawhney, as the 2016 AAMVA Certified Driver Examiner (CDE) of the Year for the State of Florida. Examiner Sawhney has been an Examiner since June 16th, 1990, and she consistently performs her job with a high level of professionalism and integrity. During her continued service, Lovleen has volunteered for numerous duties and assignments making her an exceptional member, a role model amongst her peers, and a respected member of the Department by our management team.

Lovleen has volunteered to be in charge of opening the office every day, ensuring that everything is ready for the public. She assists the Office Manager with the daily and monthly reports and is called upon to be in charge when management is unavailable. Her commitment to the job goes beyond expectations by her willingness to alter vacation plans and assist the office when there is a shortage of staff. In addition, she also oversees the office Employee Benefit Fund, ensuring the account and corresponding reports are accurate, up to date, and submitted on time.

Examiner Sawhney is also the Organ Donor Champion. As the Organ Donor Champion, she keeps both management and staff abreast of the latest news and information. Her upbeat spirit motivates staff to excel in reaching the department's Donate Life initiatives.

Her handling of customer service needs demonstrates her ability to understand and instruct both internal and external customers resulting in a satisfactory resolution to the challenges she is faced with. She consistently receives positive feedback for her customer service and her exit surveys from external customers are 5.0, which is an exceptional rating. Lovleen is able to adapt to customers who are challenging, hostile or distressed, using different communication styles to defuse the situations. The knowledge base she has acquired over the years is utilized in her mentoring of new employees, which she freely shares with the mentees so they can become productive members of the department.

Lovleen displays a high level of initiative, effort, and commitment towards completing assignments. She is able to work independently with minimal supervision and takes ownership of all tasks that she is responsible for. She is a team player and is one who consistently goes the extra mile to aid her office and the department in meeting high service level objectives in performance and productivity.

Throughout her career, Lovleen's performance, willingness to accept challenges, dedication to public service and to the Department have made her a role model and a candidate worthy of recognition for the prestigious AAMVA 2016 Certified Driver Examiner of the Year Award.

Sincerely,

A handwritten signature in blue ink that reads "Robert Kynoch". The signature is written in a cursive, flowing style.

Robert Kynoch
Director, Motorist Services
Florida Department of Highway Safety and Motor Vehicles

