



State of Utah

GARY R. HERBERT
Governor

SPENCER J. COX
Lieutenant Governor

Department of Public Safety

KEITH D. SQUIRES
Commissioner

Driver License Division

CHRISTOPHER CARAS
Director

Re: Nomination for the American Association of Motor Vehicle Administrators-Examiner of the Year

Cindy Kobs-Tooele Office

Utah Driver License Division

To Whom it may Concern:

It is my pleasure to nominate Cindy Kobs from the Tooele Office of the Utah Driver License Division for the American Association of Motor Vehicle Administrators-Examiner of the Year.

As an examiner, Cindy excels at everything she does. She is AAMVA CDE and Alternate MOST certified and has been serving the public as a Driver License Examiner for 6 years. During this time, she has demonstrated outstanding customer service skills. Cindy is awesome at maintaining integrity in her examination of each person's knowledge and skill, as well as their mental and physical fitness to safely operate a motor vehicle. Cindy has an extensive knowledge of documents and her ability to distinguish authentic from counterfeit or altered documents is an awesome skill she uses on a daily basis as a first line of defense against fraud.

Cindy has the ability to put the customer at ease and always with a smile. She makes sure the applicants are given every bit of information necessary for them to successfully complete the process. She is efficient at processing applicants and has a great sense of understanding people.

Cindy's teammates rely on her for her knowledge and ability. She has a way with her co-workers and always puts them at ease. She knows how to help them understand what to do in any given situation, and they don't hesitate to ask for her advice. When her expertise is asked for, she is more than willing to help and always goes the extra mile.

Cindy is always happy to take on any extra projects and follows through admirably on every one of them. She is consistent, thorough and can be trusted to make sure each project or task is done correctly and efficiently.

Cindy is recognized and respected throughout the communities of Tooele County and when people come through the door, many of them comment on what an exceptional person she is and how much they appreciate her assistance. They know her to be a fair and thorough in performing her examining duties and have great trust in her, as do her superiors.

Members of the public have commented that Cindy has helped them out when they have asked for her assistance and that she is always very friendly and helpful. Her supervisor has complete faith in Cindy and when the supervisor is out of the office for a meeting or training, there is comfort in the knowledge that things are going to run smoothly and that the public is going to be well cared for. In short, Cindy knows what she is doing and does it honorably.

Cindy is a representative of the CDE Professional Code of Ethics as she is exemplary in her conduct and represents the state government and the Utah Department of Public Safety in a commendable manner.

Respectfully,

Della Estrada

Supervisor

Utah Department of Public Safety

Driver License Division

