



# Georgia Department of Driver Services

2206 East View Parkway • Conyers, Georgia 30013 • 678-413-8650

Nathan Deal  
Governor

Spencer R. Moore  
Commissioner

November 29, 2018

Ms. Denise Hanchulak  
AAMVA  
4401 Wilson Boulevard, Suite 700  
Arlington, Virginia 22203

Dear Ms. Hanchulak,

The Georgia Department of Driver Services (DDS) is pleased to select Keyiera Ezell for the 2018 IDEC Examiner of the Year. As a DDS Driver Examiner, Keyiera not only provides exceptional customer service in our Perry Customer Service Center (CSC), she also has a dedication to her center and her team that is second to none. Keyiera has been an employee at the Perry CSC for over four and a half years. She started out as a part time employee and has worked her way to the position of Driver Examiner II.

Keyiera has displayed outstanding customer service during her time with the Agency. She consistently provides customers with complete and accurate answers to questions and needed information. She proactively identifies additional resources to satisfy customer needs. Keyiera ensures that customer wait times are reasonable and deals with challenging customers without becoming aggressive. She builds a very warm rapport with everyone she meets. She is always patient, competent and professional with our customers. She can often be found assisting elderly customers enter and exit the building, use the computers, or reading them the application when needed.

Keyiera is dedicated to the Agency, and she consistently works with others to accomplish goals and tasks. She treats both internal and external customers with a respectful and courteous manner. Keyiera is always eager to help her fellow team members. She can often be found sharing her wealth of knowledge with other team members by assisting them with reinstatements and unique customer situations. Keyiera also represented district 7 in the fastest typist contest for 2018. She placed second overall for the state with a transaction time of 2:54. Keyiera has also participated in administering road skills test for the department of juvenile justice, and is part of the mobile issuance team for Georgia department of corrections. She consistently finds ways to be involved in new projects and programs DDS has to offer in conjunction with other State Agencies.


Keyiera is a dedicated and hardworking employee. She served 6,092 customers which is 26.4% of the 23,074 customers served at the Perry CSC. This means that out of the five team members at the Perry CSC, she has handled one-fourth of the total business. She completed these transactions with an average transaction time of 4:16. Keyiera also had no overages or shortages during this period.

In addition to her commitments to DDS, Keyiera is involved in her community by mentoring young African American ladies from 9<sup>th</sup> to 12<sup>th</sup> grade that are in the Delta G.E.M.S (Growing and Empowering Myself Successfully) program offered through the Delta Sigma Theta sorority. They help these young women realize their leadership, entrepreneurial, vocational, and scholastic potential. She also is very busy helping the Veterans High School marching band.

The team here at the Georgia Department of Driver Services is honored to have such an outstanding employee that is committed to helping serve our local community. She is a valuable asset to our team, and the Agency. She has shown years of dedicated service to the State and the public by going above and beyond what is required of her position to ensure our customers are treated with dignity and respect. We are proud to nominate Keyiera Ezell for 2018 Outstanding Driver Examiner of the Year Award.

Keyiera Ezell is a true asset to Georgia DDS and a terrific representative for the more than 450 hard-working examiners we have in Georgia. And she is an excellent candidate for the 2018 IDEC Examiner of the Year.

Sincerely,



Spencer R. Moore  
Commissioner



State of Georgia  
 Department of Driver Services  
 2018  
 S.P.E.C. Champions of the Year Winner  
**Keylera S. Ezell**  
 For Outstanding Service and Dedication

