



Henry McMaster
Governor

Kevin A. Shwedo
Executive Director

State of South Carolina Department of Motor Vehicles

January 2, 2019

Denise Hanchulak
Program Director, Certification and Standards
AAMVA
4401 Wilson Boulevard
Arlington, Virginia 22203

Dear Ms. Hanchulak:

The South Carolina Department of Motor Vehicles (SCDMV) proudly nominates Commercial License Examiner Jose Andre Arevalo for AAMVA's 2018 International Driver Examiner Certification (IDEC) of the Year award.

Jose began his career with the SCDMV as a Customer Service Representative in 2014. The agency promoted him to Commercial License Examiner within a year. Rapid learning and first-rate customer service skills have enabled him to be a top performer in a very short time. He does nearly 25% of all commercial exams for his office. Jose requires no supervision and consistently meets and exceeds expectations that are clearly reflected in his annual performance reviews.

The SCDMV has three core values: competent, committed, and courteous. Each employee must embody these characteristics. Jose represents each "C" to its fullest. He is always courteous and respectful of those he is testing. He is competent, striving to administer the CDL skills test in accordance with the AAMVA standard. He is always willing to assist in testing challenging customers and always makes the situation with each customer better. He is committed to providing quality customer service. Perhaps what most supports South Carolina's 2018 IDEC submission are the words of a colleague describing Jose:

"I would nominate Jose Andre Arevalo, because he is a valued employee who comes to work every day, never has had any disciplinary action, processes all transactions accurately, never complains, and comes to work to do his job. When there are no tests, he gets on the counter or helps wherever needed without being asked. When the custodial staff is out, he will assist management with heavy lifting and help lock the office doors at five. He is the example of an all-star employee that others should take note of and follow in his footsteps. He is an asset to my office and this agency. He sets an example that more should follow."

In addition to providing help and support to his supervisors, Jose assists other examiners by answering questions and providing support when a manager is unavailable. Jose provides exceptional customer services on a daily basis, and according to the agency's Examiner Training Department, has never had a complaint regarding the administration of a test. Jose's willingness to do anything and his desire to help the agency in every circumstance are what makes him one of the SCDMV's and one of the state's most valuable employees.

Regards,


Kevin A. Shwedo
Executive Director, SCDMV

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