

## INTERNAL AUDIT

### HQ BUILDING 4

Internal Audit evaluates and improves our processes and those of our licensed operator partners to ensure accountability, efficiency and alignment with organizational goals.

**Tommy Foskin**  
Director of Internal Audit

**Sara Brophy**  
Audit Manager  
*Motor Vehicle and Driver License Service Audits*

**Shiau-Ling Low**  
Audit Supervisor  
*Licensed Operator Field Audits*

**Teqasha Cole**  
Audit Supervisor  
*Licensed Operator Transactional Audits*

## MOTOR VEHICLE SERVICES

### HQ BUILDING 16

Motor Vehicle Services manages vehicle registration, titles and related services, making it easier for citizens to get and stay on the road.

**Jennifer Jones**  
MV Manager

**Sonny Newton**  
MV Manager

**Tiffany Doane**  
MV Manager

**Breanna Thompson**  
MV Processing Lead  
*Supply*

**Candice Sisson**  
MV Supervisor  
*Supply and Titles*

**Glenn Mays**  
MV Title Consultant Lead  
*Titles*

**Grahm Baccus**  
MV Supervisor  
*Supply and Titles*

**Kim Miller**  
MV Supervisor  
*Titles*

**Kisha Webb**  
MV Title Poss Lien Lead  
*Title 42*

**Ryan McCain**  
MV Supervisor  
*Corrections and Research*

**Sandra Easton**  
MV Banking Lead  
*Banking and Title 42*

**Teresa Pemberton**  
MV Supervisor  
*Banking and Title 42*

**Toulouse Chanchaleune**  
MV Research Lead  
*Research*

## FINANCE

### HQ BUILDING 4

Finance oversees budgeting, procurement, supplier and licensed operator payments and accounting to ensure operations run smoothly and responsibly. Purchase orders must be in place prior to acquiring goods or services.

**Ron Spilman**  
Chief Financial Officer

**Rebecca Thompson**  
Finance Manager  
*Budget Management and ePeoplesoft Fin Approver Permissions*

**Thanh Pham**  
Accounting Manager  
*Customer Payments, Refunds, auth.net and Payport*

**Jenny Young**  
Cash Accounting Supervisor  
*OKC-Classen Cashiering and Customer Billings, PDLP*

**Destiny Prevost**  
Budget Analyst  
*PCard Program*

**Maegan Filonow**  
Certified Procurement Officer  
*Purchasing, Purchase Order Execution and Supplies*

**Summer Thompson**  
Procurement Specialist  
*Purchasing, Purchase Order Execution, Supplies and Fleet*

**Theresa Carter**  
Accountant  
*Supplier Invoice Payments*

## COMMUNICATIONS

### HQ BUILDING 4

Communications manages all internal and external messaging, helping keep employees informed and building trust with our customers and the public.

**Emily Hill**  
Senior Director of Communications

**Alicia Merrick**  
Employee Engagement Manager  
*Employee Recognition, Awards and Longevity*

**Vacant**  
Public Information Officer  
*Press and Media Relations*

**Chris Yu**  
External Communications Manager  
*External govDelivery Emails and LO Newsletter*

**Gayle Curry**  
Graphic Designer  
*Forms, Signage, Letterhead and Powerpoint Templates*

**Vanessa Spaeth**  
Internal Communications Manager  
*Employee Newsletter, Internal Emails and BOOST Reports*

## TRAINING

### HQ BUILDING 4

Our Training team develops programs and resources to support employee and partner growth to ensure everyone is equipped for success.

**Katie Schaller**  
Curriculum Developer  
*Workday Training Implementation, Internal and External Training Creation*

**Randall Phillips**  
Training Specialist  
*Training Facilitator, Booster Club and Employee Onboarding*

**Magan Preas**  
Instructional Designer  
*Internal and External Training Design*

## PARTNERSHIPS

### HQ BUILDING 4

The Partnerships team builds collaborations with external partners and stakeholders to expand and enhance the services we offer Oklahomans.

**Ashley Bechtold**  
Partnership Coordinator  
*Licensed Operator Governance, Brand Standards and Communication*



## EXECUTIVE OFFICE

### HQ BUILDING 4

Guiding the agency's mission, vision and strategic direction, the Executive Office provides leadership and support to all departments across Service Oklahoma.

**Jay Doyle**  
Chief Executive Officer

**Diedra O'Neil**  
Chief Strategy & Operating Officer

## ADMINISTRATION

### HQ BUILDING 4

Supporting the Executive Office, the Administration team handles constituent issues, executive scheduling and policy and legislative coordination.

**Angela Joy**  
Special Assistant to the Executive Office  
*Constituent Relations, Executive Scheduling and Support*

**Stephanie Jensen**  
Legislative Policy Coordinator  
*Legislative Policy, Administrative Rule and Government Affairs Analysis*

## HUMAN RESOURCES

### HQ BUILDING 4

From hiring to benefits and employee relations, Human Resources ensures that our team members have the resources and support needed to thrive in their roles.

**Tralynn Stevenson**  
Director of Human Resources

**Chastin Counts**  
HR Coordinator  
*Part-Time Staff, Customer Experience Recruitment and Hiring, Benefits*

**Chelsea Davis**  
HR Business Partner  
*Discipline, FMLA, Benefits and Pathfinder*

**Robin Gagel**  
Human Resources Administrator  
*Injured Employees (Worker's Comp), FMLA, ADA and OPERS*

**Traci Kelly**  
HR Recruitment & Personnel Partner  
*Workday, Timesheet, Recruitment and Hiring*

## LEGAL SERVICES

### HQ BUILDING 4

Our Legal Services team provides essential guidance on agency policies and legal matters, including oversight on implied consent cases, ensuring we meet all legal requirements across our operations.

**April Kelso**  
General Counsel

**Becki Burton**  
Deputy General Counsel  
*Organizational Policy and Administrative Hearings*

**Candice Milard**  
Senior Implied Consent Legal Counsel  
*Driver License Actions*

## INFORMATION TECHNOLOGY

### HQ BUILDING 16

OMES Information Technology provides crucial tech infrastructure and support, ensuring smooth, secure operations across the agency.

**Isaac George**  
Chief Technology Officer

**Laura Philbin**  
IT Program Oversight  
*IT Project Management*

**Dustin Lee**  
IT Project Management  
*IT Program Oversight*

**Cory Niles**  
Computer Support Technician  
*End User Support*

**Justin John**  
Computer Support Technician  
*End User Support*

## OMES SERVICE DESK



**Website:** Scan QR Code  
**Email:** servicedesk@omes.ok.gov  
**Local:** (405) 521-2444  
**Toll-Free:** (866) 521-2444

**EMPLOYEE INTRANET**  
service.ok.gov/sokintranet

For the current staff list and more visit the Intranet!

## CUSTOMER EXPERIENCE

*Focused on best-in-class service, the Customer Experience team and the Regional Managers support our local offices, ensuring high-quality, consistent experiences for driver services across all locations.*

**Matthew Hunt**  
Director of Customer Experience  
HQ Building 4

## ZONE 1

**Jamie Nance**  
Regional Manager

**Harold Moore**  
Driver License Examiner Lead  
Enid

**Vanezza Martinez**  
Driver License Examiner Lead  
Guymon

**Michelle Chandler**  
Service Center Supervisor  
Ponca City

**Rebecca Thompson**  
Driver License Examiner Lead  
Ponca City

**Jaisha Rimer**  
Driver License Examiner Lead  
Stillwater

**Ann Hamaker**  
Service Center Supervisor  
Woodward

## ZONE 2

**Buffy Smith**  
Regional Manager

**Sarah Adams**  
Driver License Examiner Lead  
Bartlesville

**Ginger Meeker**  
Driver License Examiner Lead  
Broken Arrow

**Benjamin Drennan**  
Driver License Examiner Lead  
Broken Arrow Drive Test Center

**Elizabeth Mckenzie**  
Driver License Examiner Lead  
Claremore

**Vacant**  
Driver License Examiner Lead  
Miami

**Vacant**  
Driver License Examiner Lead  
Tulsa Eastgate

**Deborah Everett**  
Driver License Examiner Lead  
Tulsa West

## ZONE 3

**Justin Kelt**  
Regional Manager

**Jamie Lopez**  
Driver License Examiner Lead  
Altus

**Craig Ragsdale**  
Driver License Examiner Lead  
Chickasha

**Berenice Zavala-Ramos**  
Driver License Examiner Lead  
Clinton

**Dixie Whitman**  
Driver License Examiner Lead  
Hinton

**Robin Eichenauer**  
Driver License Examiner Lead  
Lawton

## ZONE 4

**Steve Hartley**  
Regional Manager

**Dakari Turner**  
Driver License Examiner Lead  
Edmond

**Cecil Dooley**  
Driver License Examiner Lead  
Norman

**Cole Simpson**  
Service Center Manager  
OKC-Classen

**Raymond Minst**  
Driver License Examiner Lead  
OKC-Classen

**Christine Napier**  
Driver License Examiner Lead  
OKC Drive Test Center

**Anthony Lister**  
Service Center Supervisor  
OKC I-240

**Kevin Redus**  
Driver License Examiner Lead  
OKC I-240

## ZONE 5

**Lance Frerich**  
Regional Manager

**Vacant**  
Driver License Examiner Lead  
McAlester

**Ernest Brock**  
Driver License Examiner Lead  
Muskogee

**Carrie Baier**  
Driver License Examiner Lead  
Poteau

**Jeri Thomason**  
Driver License Examiner Lead  
Sallisaw

## ZONE 6

**Robin Talbert**  
Regional Manager

**Nicholas Davis**  
Driver License Examiner Lead  
Ada

**Ginger Kennemer**  
Driver License Examiner Lead  
Antlers

**Robbie Hampton**  
Driver License Examiner Lead  
Durant

**Tanya Anthony**  
Driver License Examiner Lead  
Ardmore

**Kelly Mead**  
Driver License Examiner Lead  
Idabel

## COMPLIANCE

*The Compliance team assists drivers with suspended or revoked licenses, guiding them through steps to restore their driving privileges while ensuring regulatory adherence across our agency.*

**Michael O'Neal**  
Compliance Supervisor  
Tulsa Eastgate  
*Reinstatements, Suspensions, Revocations, IDAP and PDL*

**Jessica Stanco**  
Compliance Lead  
Tulsa Eastgate  
*Reinstatements, Suspensions, Revocations, IDAP and PDL*

## PRODUCT & EXPERIENCE HQ BUILDING 4

*Product and Experience designs and facilitates user-centered in-person and online services, while providing customer support to ensure a smooth and satisfying journey for every customer.*

**Jaclyn McDuffey**  
Chief Product and Experience Officer

**Jack Day**  
Performance and Scheduling Manager  
*Team Scheduling, Performance and Metrics*

**Kristopher Dixon**  
Customer Success Manager  
*Driver License Help Desk Serving Staff and Licensed Operators*

**Kyla Moss**  
Product & Digital Experience Manager  
*Online Services, DL Online Processing and Website*

**Rhonda Beams**  
DLE - Helpdesk Lead  
*Driver License Help Desk Serving Staff and Licensed Operators*

## ADMINISTRATIVE SERVICES HQ BUILDING 4

*Handling facilities, risk management and operational logistics, Administrative Services ensures a safe and efficient environment for our team.*

**Cassandra Patterson**  
Director of Administrative Services

**Michael Knight**  
Property and Facilities Manager  
*Maintenance Issues, Badges, Parking, Incident Reports and Security*

## CENTRAL PROCESSING HQ BUILDING 16

*The Central Processing team manages the review and processing of records and documentation, ensuring accuracy and efficiency in delivering critical services to Oklahomans.*

**Reginald Dodoo**  
Central Processing Manager  
*All Incoming and Outgoing Notices, Letters and Documentation*

**Tonya Overstreet**  
Central Processing Supervisor  
*Mail Services, FedEx and UPS Mailing and Payment Checks*

## BUSINESS TECHNOLOGY & VENDOR RELATIONS HQ BUILDING 16

*This team manages vendor partnerships and business tech solutions, keeping our operations equipped with the tools they need.*

**Brennan Clark**  
Director of Business Technology and Vendor Relations

## DEVELOPMENT & SUPPORT HQ BUILDING 16

*Development and Support delivers essential business and operational services, equipping our agency with the tools and resources needed to effectively meet evolving demands.*

**Caitlin Owen**  
Chief Development and Support Officer

**Victoria Baker**  
Systems Transition Manager  
*D360 System changes, Testing and Implementation*

**Margie Ralston**  
Business and Integration Analyst  
*D360 System changes, Testing and Implementation*

## BUSINESS SUPPORT SERVICES HQ BUILDING 4

*Business Support Services oversees driving records, medical certifications, placards and collision and conviction reporting, providing essential operational support to the agency.*

**Kimberley Owen**  
Business Support Service Manager  
*Driving Records, Placards, Collisions, Convictions and Med Certs*

## REGULATORY SERVICES HQ BUILDING 16

*The Regulatory Services team oversees adherence to federal and state regulations, safeguarding compliance across our operations.*

**Andrew Daniel**  
Regulatory Services Manager  
*State and Federal Regulations, Driving Laws and Policy Interpretation*

**Alyson Sorenson**  
CDL Manager  
*Commercial Driver License Processes, Testing, Issuance and Regulation*

**Edward Ward**  
Road Test Compliance Manager  
*Road Testing Operations, Compliance and Standards*

**Michael Bailey**  
Compliance Manager  
*Sanctions and Revocation Adherence for Compliance*

**Roxann Donatini**  
Designated Examiner Manager  
*Designated Examiners, Commercial Drive Schools and Parent-Taught Driver Education*

## CDL SERVICES HQ BUILDING 16

*Focused on professional drivers, this team manages commercial licensing to ensure our roads stay safe and our economy moves forward.*

**Amanda Casebier**  
CDL Supervisor  
McAlester  
*Commercial Driver License Auditing, Third Party Examiner Program Oversight*

**Linsey Roberts**  
CDL Lead  
Ada  
*Commercial Driver License Processing Oversight*

**Ryan Pope**  
CDL Lead  
Tulsa West  
*Commercial Driver License Processing Oversight*