

Debbie Munson
Procurement Specialist
Purchasing, Purchase Order Execution and Supplies

Theresa Carter
Accountant
Supplier Invoice Payments

REVENUE AND APPORTIONMENT HQ BUILDING 4

The Revenue and Apportionment team oversees revenue collection and disbursements associated with system revenue collections across Service Oklahoma. The team also manages Banking and Title 42 processing while ensuring seamless collaboration with Finance.

Sonny Newton
Senior Manager, Revenue and Apportionment

Teresa Pemberton
MV Supervisor
Title 42

Kisha Webb
MV Title Poss Lien Lead
Title 42 Lead

Sandra Easton
Banking Specialist III
LO Banking

Elaine Shaw
MV Banking Specialist
NSF Checks

Eric Aune
MV Banking Specialist
MV Refunds

COMMUNICATIONS HQ BUILDING 4

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

Elizabeth (Liz) Logan
Director of Communications

Emily Jeffries
Senior Communications Manager
Internal Emails, External Communications and Employee Newsletter

Alicia Merrick
Employee Engagement Manager
Employee Recognition, Awards and Longevity

Corey Robertson
Public Information and Social Media Manager
Press and Media Relations

Vacant
Video and Production Manager
Graphic Design, Signage, Letterhead and Videos

PARTNERSHIPS HQ BUILDING 4

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

Matthew Hunt
Director of Partnerships

Chris Yu
Senior Partnerships Manager
Strategy for Partnership Initiatives

Trinh Nguyen
Partnership Coordinator
Licensed Operator Governance, Brand Standards and Communication

TRAINING HQ BUILDING 5

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

Cassie Fluitt
Director of Training and Learning Pathways

Chanh Le
Training Manager
Training Specialist Management, Project Oversight and Analytics

Katie Schaller
Instructional Design Manager
Internal and External Instructional Design Management

CORE VALUES

Pioneering: Leading with innovation, exploring new ideas and taking initiative in our roles.

Authentic: Bringing our genuine self to work, fostering a positive environment and delivering best-in-class customer experiences.

Reliable: Being dependable and consistent by supporting our colleagues and customers.

Neighborly: Being supportive and building trust through integrity by valuing each person's contribution.

Trusted Teammate: Being friendly and cooperative, promoting collaboration and mutual respect with our colleagues.

For the current staff list and more, visit the Intranet!

Updated: 1/13/2026

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

SERVICE OKLAHOMA

Staff Directory



members have the resources and support needed to thrive in their roles.

Tralynn Stevenson
Director of Human Resources

Chelsea Davis
HR Manager
Discipline, FMLA, Benefits, Part-Time Staff and Pathfinder

Robin Gagel
HR Administrator
Worker's Comp, FMLA, ADA, Complex Benefits and OPERS

Vacant
HR Recruitment and Personnel Specialist
Workday, Timesheets, Recruitment, Hiring and Onboarding

Tiffany Thomas
HR Recruitment and Onboarding Specialist
Workday, Timesheets, Recruitment, Hiring and Onboarding

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 Executive of Strategy and Operations

ADMINISTRATION HQ BUILDING 4

Supporting the Executive Office, the Administration team handles constituent issues, executive scheduling and agency strategy with a focus on strategic project planning and strengthening agency collaborations.

Emily Hill
Chief of Staff

Katelyn LanCaster
Executive Liaison and Operations Coordinator
Licensed Operator Board, Constituent Communication and Executive Operations Management

HUMAN RESOURCES HQ BUILDING 5

From hiring to benefits and employee relations, Human Resources ensures that our team

Candice Milard
Senior Implied Consent Legal Counsel
Driver License Actions

INFORMATION TECHNOLOGY HQ BUILDING 5

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

Isaac George
Chief Technology Officer

Justin John
End User Support
Computer Support Technician

Vincent (Daniel) Morgan
End User Support
Computer Support Technician

CUSTOMER SUCCESS HQ BUILDING 4

Dedicated to best-in-class service, the Customer Success team supports our local offices and oversees remote customer interactions, ensuring a high-quality and consistent experience across all locations.

Kristopher Dixon
Customer Success Manager

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

Nua Pola
Driver License Examiner - Online Services
Online Processing

Angelica Trevino
Call Center Team Lead
Customer questions and call records

Cassandra Durbin
Call Center Team Lead
Customer questions and call records

SERVICE OPERATIONS AND PERFORMANCE

HQ BUILDING 4

Dedicated to best-in-class service, the Service Operations and Performance team supports our local offices and oversees in-person customer interactions, ensuring a high-quality and consistent experience across all locations.

Jack Day
Director of Service Operations and Performance

Christine Napier
Workforce Operations Coordinator
Scheduling and Operations Support

Lexi Patterson
Performance Analytics Manager
Performance and Metrics

Vacant
Regional Manager - Zone One
Enid, Guymon, Ponca City, Stillwater and Woodward

Buffy Smith
Regional Manager - Zone Two
Bartlesville, Broken Arrow, Broken Arrow DTC, Claremore, Miami, Tulsa - The Farm and Tulsa West

Justin Kelt
Regional Manager - Zone Three
Altus, Chickasha, Clinton, Hinton and Lawton

Steve Hartley
Regional Manager - Zone Four
OKC - Classen, OKC DTC, OKC I-240 and Edmond

Lance Frerich
Regional Manager - Zone Five
Muskogee, Norman, Poteau and Sallisaw

Robin Talbert
Regional Manager - Zone Six
Ada, Antlers, Ardmore, Durant and 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.

Brandon Albers
Compliance Supervisor - OKC - Classen
Reinstatements, Suspensions, Revocations, IDAP and PDLP

Jessica Stanco
Compliance Lead - Broken Arrow
Reinstatements, Suspensions, Revocations, IDAP and PDLP

PRODUCT

HQ BUILDING 4

Product designs and improves digital services with a focus on user-centered design, creating smooth, reliable and intuitive online experiences for every customer.

Vacant
Director of Digital and Remote Experience

Vacant
Lead Product Manager
Online Services: Motor Vehicle, Driver Licenses and Website

ADMINISTRATIVE SERVICES

HQ BUILDING 4

Handling facilities, risk management and operational logistics such as asset and fleet management, and business cell phones, Administrative Services ensures a safe and efficient environment for our team.

Cassandra Patterson
Director of Administrative Services

Cory Niles
Property and Facilities Manager
Maintenance Issues, Badges, Parking, Fleet Management, Incident Reports and Security

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

CENTRAL PROCESSING

HQ BUILDING 16

The Central Processing team manages the review and processing of records and documentation, and oversees large internal printing to ensure accuracy and efficiency in delivering critical services to Oklahomans.

Reginald Dodo
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

DEVELOPMENT AND SUPPORT

HQ BUILDING 5

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 Integrations 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.

Nicole Prieto Johns
Business Support Services Manager
Driving Records, Collisions, Convictions and Med Certs

REGULATORY SERVICES

HQ BUILDING 5

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

Shelly Patterson
Director of Regulatory Services

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 Providers

CDL SERVICES

HQ BUILDING 5

Focused on professional drivers, the CDL Services 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 Supervisor - Ada
Commercial Driver License Processing Oversight

Ryan Pope
CDL Supervisor - Tulsa West
Commercial Driver License Processing Oversight

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
Senior Manager, Audit and Transactional Oversight
Motor Vehicle and Driver License Service Audits

John Thompson
Field Audit Supervisor
Licensed Operator Field Audits

Teqeasha Cole
Audit Supervisor
Licensed Operator Transactional Audits

MOTOR VEHICLE SERVICES

HQ BUILDING 5

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

Tiffany Doane
Senior Manager, MV Operations

Jennifer Jones
MV Manager over Research NMVTIS
Research and Corrections

Grahm Baccus
MV Manager over Processing, Supply and Titles
Supply and Titles

Ryan McCoin
Supervisor over Research NMVTIS and Corrections
Research and Corrections

Simone Chandler
Supervisor over Processing and Supply
Processing and Supply

Candice Sisson
Supervisor over Titles
Titles

Tiffany Swift
Business Analyst and OneLink Security
OneLink Security and System Issues

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 L. 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

Summer Thompson
Procurement Specialist
Purchasing, Purchase Order Execution and Supplies