

From: wchristopherbrown@sc.rr.com <wchristopherbrown@sc.rr.com>

To: adams\_marcias@scdps.state.sc.us adams\_marcias@scdps.state.sc.us

Date: 11/7/2003 8:51:58 AM

Subject: Our recent conversation

Attachments: resume41503.doc

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Dear Ms. Adams,

Thank you for speaking with me yesterday about the possibility of creating an ombudsman position at the DMV. I know how busy you are and I truly appreciate your taking the time to return my call.

As I mentioned on the phone, I was the state ombudsman and Deputy Director of Constituent Services for four years under Governor Beasley. I handled issues ranging from potholes to wrongful death and just about everything in between. I also dealt extensively with DMV issues so I am extremely familiar with the division's services and the demands placed upon it by the public.

I believe my skills in management, mediation, problem resolution and customer service would well serve the DMV and I am eager to place those skills at your service.

I have attached my resume' for your review.

Again, thank you for your call and I look forward to hearing from you soon.

Sincerely,

Chris Brown