

February 5, 2016

Director of Operations
Disability Rights Maine
24 Stone Street, Ste. 204
Augusta, ME 04330

Dear Sir or Madam:

Please consider this letter as my application for the position of Civil Rights Advocate with your agency. I have also attached my current resume and letters of recommendation from previous employers from 1994 through 2007.

I am not an attorney, law student nor paralegal, but I am college educated at the University of Maine at Augusta with three years completed toward my Bachelor of Science in Mental Health and Human Services which includes all but two specialized classes for my degree. Since 2011, I have worked as a self-directed legal researcher, writer, and community advocate for tenants' legal rights and legal rights of the disabled and disenfranchised.

I have been financially and otherwise self-sufficient since I was 16 years old caused by childhood trauma which caused me to experience certain diverse challenges and opportunities to grow. My experiences since the age of 19 as a single mother have provided me with diverse life experiences all rooted in human and civil rights, women's, children's and families' legal rights, common law, statutory compliance, and rules of civil procedure.

In 1989 I began my work experience as a legal secretary, office manager and executive assistant for local Augusta law firms which in 1994 evolved into public service employment until April 2008 with diverse sectors of the State of Maine government. I have an accumulative total of four years' and four months' public government service focused mostly on human and civil rights, enforcing constitutional laws and following proper legal procedure.

I have rewardingly applied my life experiences and college education in diverse professional arenas including employment with North American Family Institute from September 2004 through December 2005 as a Direct Care Specialist for 8 – 13 yr. old children whose violent behaviors required them to live full time and go to school away from their family at a secure, locked residential mental health facility in Sidney Maine. I served as a behaviorist role model having direct contact with each child during each of my 10-14 hour shifts in an effort to help them learn positive communication and effective problem solving strategies.

I expanded my life experiences and built on my college education by working for the State of Maine Bureau of Motor Vehicles, Licensing Division, OUI Unit from January 2007 through April 2008 where I was responsible for direct communications with all customers charged with operating under the influence, refusal to submit to chemical tests, habitual offenses, vehicular homicide, reckless driving or other serious driving offenses.

I effectively communicated with the courts, law firms, governmental agencies, police departments, and social service agencies from every state in the nation, customers from all socioeconomic classes, disabled drivers, and very difficult, high conflict, drunken customers. I always applied my training and education with mental health and human behavior, my empathy and my natural compassion and kindness to every situation with hopes my efforts resulted in a win-win situation for all people involved.

During my first six months with the DMV OUI Unit I received letters of praise from customers and supervisors for my superb customer service, my inclination to go beyond people's expectations and regularly exceeding basic standards of operating procedure to provide customers with the best service possible. In July 2007, my performance evaluation for the end the initial six-month probation period was exemplary with 'outstanding' scores for customer service and interpersonal relations.

Throughout my life I have experienced myriad opportunities forcing me to educate myself about my human and civil rights, administrative rules for enforcing my constitutional civil rights as a disabled woman, pertinent federal and state statutes, rules of civil procedure, rules of evidence, and rules of appellate procedure. My particular circumstances have forced me to quickly and effectively apply my newly learned legal knowledge to active lawsuits of various flavors and defend my personal causes of action with well-chosen pertinent laws and rules that are on-point.

My self-advocacy has resulted in a mixture of valuable legal lessons, victories and appellate opportunities.

My proudest legal moment thus far is my personal victory in getting seven (7) bogus criminal charges against me dropped in KEN-CR-2012-286 without the legal aid of an attorney. None of those charges alleged any violence, drugs, alcohol or any type of dangerous behavior.

Those charges were all lodged against me as a direct result of my disability and how it affected my ability to safely operate a motor vehicle. My court appointed attorney with whom I rarely consulted and who was in 'stand by' capacity only, repeatedly advised me to accept a plea offer because he strongly believed I was able to get all charges dismissed. He actually told me I would need to appeal my case all the way to the Supreme Court of the United States "*if I wanted any justice*" but to his surprise on December 18, 2014, all 7 criminal charges in KEN-CR-2012-286 were fully dismissed for operating with a suspended license and other related violations.

In June 2013 I chartered MAINE TENANTS JUSTICE LEAGUE, Inc., Maine's first statewide tenants civic league whose mission is to educate tenants and landlords about their legal rights and responsibilities to each other in contractual relationships for rental properties, advocate for fair rental laws and rules with the courts, legislature and other agencies and provide connections to certain legal and other type of community resources.

Because of my prolific lawful advocacy, I was previously reported to Maine Attorney General's Office for practicing law without a license. I have also been told that certain landlords have made complaints or inquiries about me with the Board of Overseers of the BAR and other legal regulatory agencies, but I was never charged with any crime for practicing law without a license or for breaking any rule, statute or law in that regard, nor am I aware of any currently pending investigations about any of my activities.

I am currently designing an educational workshop to be presented to community caseworkers, direct care staff and other similar professionals about how to enforce tenants' rights in their contractual relationships with landlords, where to find laws that support those rights, provide a study a group or single companion to study the laws, and to provide encouragement to apply their legal knowledge to their individual lives to provide themselves with freer, fairer, more empowering experiences which builds their core self-worth and confidence.

In closing, I would like an opportunity to speak with you in further detail about the duties of this position, if there is any flexibility to telecommute from Sidney (as a reasonable accommodation for my physical disabilities), and if your agency would be willing to support MAINE TENANTS JUSTICE LEAGUE's mission to advocate for tenants' rights in conjunction with my employment as a civil rights advocate with Disability Rights Maine, if I am so honored to be offered that opportunity with your agency.

I look forward to hearing from you with an appointment for a meeting at your Augusta office.

In Peace,



GinA (fka Gina Turcotte)

Enclosures

GinA

2528 West River Road, Sidney, Maine 04330

(207) 209-1767

gina@maintenants.org

Summary of Qualifications:

- ↳ Creative, Confident & Collaborative Leader
- ↳ Enthusiastic Team Builder, Innovative Conflict Resolution skills
- ↳ Conscientious Self-Motivated Worker, Always Maintains High Integrity
- ↳ *"Does go above and beyond what is asked or expected"* – L. Carrier, DMV Perf. Eval. Jul. 07
- ↳ Empathic, Active Listener and Proactive Communicator, Exemplary Customer Service and Communication Skills
- ↳ A Positive Conversationalist who Motivates and Supports Co-Workers, Customers and Clients
- ↳ *"Exemplifies the image all customer service people should impart to the public"* – L. Grant, Letter Jul. 07
- ↳ Expeditious, Meticulous, Analytical, Logical, Rational, Methodical and Strategic Planner
- ↳ Skilled Researcher, Accomplished Diagnostician, Imaginative Problem Solver
- ↳ Expert Computer Technician, Executive Assistant, Office Manager, Public Advocate, Researcher, Analyst, Writer
- ↳ Knowledge of Governmental, Administrative, Legal, Technical, Social Service, Psychological & Philosophical
- ↳ More than 8 professional letters of reference since 1994 - copies available upon request.

Administrative Skills:

- ☒ Inspirational, Motivational and Articulate Team Player – Natural Humanitarian
- ☒ Ability to interject metaphorical humor into legal or technical situations to attain a positive mutual understanding
- ☒ Expert typing skills – keyboarding 75 wpm (1 error); data entry 12,000+ keystrokes (0 errors/5 minutes)
- ☒ Independent, Self-Directed Multi-tasker – Completing Unexpected Last Minute Projects – my specialty
- ☒ Computer Help Desk, Hardware/Software Troubleshooting, Networking Server Administration, HTML, 3D graphic design
- ☒ Microsoft Office (Word, Excel, Access, Outlook, etc.), Internet Explorer, many others, State of Maine proprietary software
- ☒ More than 4 years total combined governmental experience
 - Motor Vehicle Laws, Insurance Laws, Sales Tax Compliance, Bankruptcy Laws, State Buildings & Land
 - Expert knowledge of Maine OUI laws and suspension/restoration requirements
 - ☞ *Received 3 letters of commendation during first 6 months in DMV/OUI unit*
 - ☞ *Copies of all 3 are in Personnel File with State of Maine, Bureau of Human Resources*
 - ☞ *Received exemplary "probation end" performance evaluation dated July 13, 2007*
 - Difficult Customers, Public Relations, Social Services
 - Confidential Information, Paramount Attention to Detail, Expert Proofreader
 - Strong relationship with public, peers and employees at State Agencies, Courts, Police, Public Agencies, Lawyers
- ☒ More than 20 years executive assistant experience
 - Non-Profit, Governmental, Legal, Social Services, Insurance, Real Estate, Small Business
- ☒ Volunteer Employment
 - MAINE TENANTS JUSTICE LEAGUE, Inc., June, 2013 – current
 - Time Initiative of Maine, 2012
 - Make-A-Wish Foundation of Maine, Wish Granter, 2008
 - National Alliance for Mental Illness, Augusta, Maine, Administrative Support, 2008
 - Family Violence Project, Augusta, Maine
 - Court Appointed Special Advocate (CASA), Central/Coastal Maine, 1999

Education:

- ☞ University of Maine, Augusta – Bachelor of Science in Mental Health (need 30 credits for degree), last GPA 3.17
- ☞ Productivity Point Int'l, Portland, Maine - Microsoft Certified Systems Engineer, 1999 (letter of reference)

Work Experience:

- ☞ MAINE TENANTS JUSTICE LEAGUE, Inc., Founder, Legal Researcher, Writer, Advocate, June 2013 - current
- ☞ Dunkin Donuts, Augusta, Maine, Crew Member, May 2010 – May 2011
- ☞ @Work Personnel, Skowhegan, Maine; Construction Flagger, seasonal, Jul 2008 – Nov. 2008
- ☞ State of Maine, Bureau of Motor Vehicle, OUI Unit, Office Associate II, Jan. 2007 – Apr. 2008
- ☞ North American Family Institute, Sidney, Maine, Direct Care Counselor, Sep. 2004 – Dec. 2005
- ☞ State of Maine, various departments, Clerk Typist II, 1994 – 2001
- ☞ Augusta law firms, *Preti, Flaherty, Beliveau & Pachios; Doyle and Nelson; Gasink & Weisberger, various others* 1989 - 1994



Department of
the Secretary of State

Bureau of Motor Vehicles

Matthew Dunlap
Secretary of State

Catherine Curtis
Deputy Secretary of State

Robert E. O'Connell, Jr.
Director of Driver License Services

July 11, 2007

Gina Turcotte
Secretary of State
Bureau of Motor Vehicles – OUI
29 State House Station
Augusta, Maine 04333

Dear Gina,

I am in receipt of recent correspondence commending the outstanding customer service you recently provided to a customer.

When a customer takes the time to acknowledge commendable service it obviously means that it made a significant impression and it is a delight to pass on their complimentary remarks. As the gentleman mentions in his letter, your ability to go above and beyond to assist him with his situation certainly hit the mark.

With the volume of customers everyone handles on a daily basis it may feel like no one recognizes the level of service that we try to provide. It is always nice to hear when a customer is satisfied and appreciates what you have done for them. Your ability to provide this customer with necessary information in a courteous and prompt manner exemplifies the kind of image people in the Bureau should impart to the public and which you have very successfully done.

Thank you for being such an asset to this department.

Sincerely,

A handwritten signature in cursive script that reads "Linda S. Grant".

Linda S. Grant
Senior Section Manager
Driver License Services
Bureau of Motor Vehicles

July 08,2007

Dear Ms. Carrier.

On Monday July 02,2007, I went to the Springvale office to have my license renewed. A man named Scott told me my license to operate in New Hampshire is suspended and I would have to clear up the matter before he could issue a new license for Maine. He was very helpful and understanding under a trying situation. He gave me a phone number and case # to reference when talking with New Hampshire. Having dealt with many surly intake workers from different agencies, Scott was a credit to your department.

I called New Hampshire and found that my license had been under suspension for the last twenty- two years. A stupid and regrettable mistake landed me with a DUI charge in Rochester NH twenty-two years ago.

They had no proof that I completed DEEP program.

I called DEEP of Maine and they had no record of me.

I completed the program in Biddeford, Maine in 1985 and now there was no record of me.

As a letter carrier I need my license to do my job.

Ms Carrier, shock, despair and frustration are a few of the emotions I was suffering as my life was in a tailspin.

This is when I talked with Gina who became my salvation.

Gina found that I had indeed completed the DEEP program in 1985.

She investigated what happened with DEEP and then went the extra mile when I asked if she could talk with New Hampshire DMV.

I was delivering mail and she kept me informed of progress by cell phone.

Gina understood my situation and became my salvation.

While both these people deserve commendation, Gina deserves special recognition for her service above and beyond.

These people are a great reflection of your organization.

You should be very proud.

Sincerely

Phil McDermott

538 Main St #17

Springvale Maine

-----Original Message-----

From: Terrence McCarthy [mailto:tmccarty@maine.rr.com]
Sent: Wednesday, July 14, 1999 1:45 PM
To: 'Ken Young'
Subject: RE: Gina Turcotte, Augusta, Maine

Mr. Young

I will gladly provide my impressions.

Gina, has an unusually rapid rate of comprehension and insight. Because of her schedule it was necessary to take the classes out of sequence. Although in a class of students with more professional experience and prior classroom time she consistently out paced most in coming to the right conclusions. Our MCSE program requires approximately 50% of the time performing tasks to reinforce the lecture just covered. Here again Gina clearly, to my satisfaction truly understood the tasks at hand.

She performed the labs with skill, showing a true understanding of the application, more importantly she used the interface quickly (which is my own clue of a savvy user). Gina took direction well, and in many cases provided assistance to other students having difficulty. Gina, because of her out-going personality interacted well with the other students and staff.

I certainly do recommend Gina as your desktop support technician. Gina is quick thinking, unafraid of problems and was persistent in finding the problems she encountered. She demonstrated the "knack" for discovering the bugs. She has a fine attention for detail even while doing many things at once. As I said because of her amiable out-going personality she will be a true asset to TechKnowledge Inc.

Terrence P. McCarthy
Senior Technical Trainer
MCSE, MCT, MCP+I

-----Original Message-----

From: Ken Young [mailto:KYoung@tkiweb.com]
Sent: Wednesday, July 14, 1999 10:02 AM
To: 'tmccarthy@propoint.com'
Subject: Gina Turcotte, Augusta, Maine

Mr. McCarthy:

Ms. Turcotte indicates she is a student in your MCSE sequence. She suggested that I contact you. Could you share your impressions of her as a student and of her potential as a desktop support technician. We interviewed her today for a desktop position in our Augusta office. Thank you.

Ken Young
Director of Network Services
TechKnowledge Inc.
207-622-9772 x401
kyoung@tkiweb.com
227 Water Street, Augusta, Maine 04338-2668
One Portland Square, Portland, Maine 04101



STATE OF MAINE
DEPARTMENT OF EDUCATION
23 STATE HOUSE STATION
AUGUSTA, MAINE
04333-0023

ANGUS S. KING, JR.
GOVERNOR

J. DUKE ALBANESE
COMMISSIONER

March 3, 1999

To: Personnel Director
Envisionet Incorporated
5 Winada Drive
Winthrop, Maine 043634
HPM
From: Horace "Brud" Maxcy, Ph.D.,
Coordinator, Maine Educational Assessment
Subject: Recommendation for Gina Turcotte

Gina Turcotte entered, on a temporary basis, the office that supports the Maine Educational Assessment, Home Schooling, School Approval, and Education of Homeless Students. This unit within the Learning Systems Team of the Maine Department of Education has an extremely heavy workload involving direct communications with public schools, parents, and the public. Gina is very effective in setting priorities and handling the quantity of work with the quality needed. She responds to tasks with suggestions about how to pursue the work most efficiently. I have been impressed at the speed with Gina has grasped the nature of the work we are doing.

I certainly would consider Gina for long term employment in our office if that were possible. If I can provide further comment, please feel free to contact me at (207) ~~287-6774~~
~~5555~~ or e-mail at brud.maxcy@state.me.us.

624-6774

brud.maxcy@maine.gov



Education

Education
23 State House Station
Augusta
ME 04333-0023

Phone: 287-5111
FAX: 287-5927
email: frankantonucci@state.me.us

Wednesday, March 3, 1999

To whom it may concern:

Reference for Gina Turcotte

Gina came to our Department to provide temporary services for a secretary who has had major surgery. Gina hit the road running. Within limited time she has exhibited her efficiency and considerable knowledges needed to carry out all tasks and assignments to provide support for three consultants. Gina is punctual, has good humor and is skilled in completing all tasks for our team on time and with great care and quality. Gina has contributed recommendations to our team, and is a skilled problem solver.

Should you wish to call me for further information, please do so.

Thank you for considering Gina for employment in your office.

Frank Antonucci

A handwritten signature in black ink that reads "Frank Antonucci". A small "f" is written at the end of the signature, likely a initials. The signature is fluid and cursive.



STATE OF MAINE
DEPARTMENT OF EDUCATION
23 STATE HOUSE STATION
AUGUSTA, MAINE
04333-0023

ANGUS S. KING, JR.
GOVERNOR

J. DUKE ALBANESE
COMMISSIONER

March 2, 1999

To Whom It May Concern,

I am pleased to recommend Ms. Gina L.Turcott for a position with your company. Although Ms. Turcotte has worked at the Department of Education for a brief period of time, I have found her to be very competent. She has adjusted well to our procedures and office routines. Gina has contributed to problem solving discussions and she completes assignments in a timely manner. Her knowledge of technology is an asset.

Please feel free to contact me at ~~287-5922~~ if you have any questions.

624-6776 *edwin.Kastuck@maine.gov*

Sincerely,

Edwin N. Kastuck, Ph.D.
Learning Systems Team



PRINTED ON RECYCLED PAPER



BUREAU OF GENERAL SERVICES
PROPERTY MANAGEMENT DIVISION
76 STATE HOUSE STATION
AUGUSTA, MAINE
04333-0076

ANGUS S. KING, JR.
GOVERNOR

✓
WARREN P. SWETZ
DIRECTOR

September 17, 1996

To Whom It May Concern:

As the Superintendent of Building controlling the operations and maintenance of more than 1,600,000 square feet of buildings and associated grounds I have had the pleasure of working with Gina Turcotte beginning in April 1995 until she was laid off by the Productivity Realization Task Force in October 1995.

Shortly after Gina began her employment she was introduced to the QuattroPro Spreadsheet program. She learned very quickly and was able to begin utilizing her new skills almost immediately. I was able to assign her highly complex special projects concerning utility and fuel consumptions, and related operating budgets to include graph bench marking requiring precision, attention to detail and quality performance. The initial final projects were excellent and I continued to rely on Gina for nearly all of these type special projects. These special projects were in addition to her normal typing and other duties which were also completed in a professional and excellent manner.

Gina's personal and professional qualities include but are not limited to: dedication, high self motivation, dependable, tactful independence, outgoing and honest, mission oriented and highly organized with strong oral and written communication abilities. She consistently seeks to answer "why" and "how" and how can it be done better. Her ability to deal effectively with other employees and the using public is excellent. She was able to effectively manage the office and required responses to the many and varied requests, requirements, and, of course, complaints in the absence of myself or other supervisory staff within the division.

Gina was a strong asset to my division and would be an asset to any organization requiring a self motivated and self starter employee capable of assuming many and varied responsibilities. Please do not hesitate to call should you desire to discuss Ms. Turcotte's capabilities and strengths.

A handwritten signature in black ink, appearing to read "Richard A. Davis".

Richard A. Davis
Superintendent of Buildings



Brian K. Atchinson
Superintendent

Nancy H. Johnson
Deputy Superintendent

Alessandro A. Iuppa
Deputy Superintendent

DEPARTMENT OF PROFESSIONAL AND FINANCIAL REGULATION
BUREAU OF INSURANCE

State House Station 34
Augusta, Maine 04333
Telephone (207) 582-8707
Fax (207) 582-8716

August 4, 1994

To Whom It May Concern:

I have had the pleasure of working with Gina Turcotte since she became employed with us, through Kelly Services, beginning in late May. She has performed secretarial duties for me in my capacity as Director of Financial Analysis Division. When Gina originally started with us, our intention was for her to be shared between the Self-Insurance Division and the Financial Analysis Division.

For Gina's first three weeks, she was shared between the two divisions based on the workload in each division. Gina was very flexible, cooperative and she adapted well to the sudden demands on her in these two divisions. This enabled me to assign diverse projects for her and feel comfortable with her ability to complete them in a timely fashion.

At one point, Gina was asked to assist in finalizing Examination Reports which required precision and timeliness. Gina grasped her duties quickly, efficiently and she was a tremendous help in completing these reports.

Consequently, Gina has been utilized full-time in Financial Analysis Division following the promotion and departure of the division secretary. She has proven to be a great asset to us during our time of need.

I found Gina to be very ambitious, friendly, outgoing, and hard-working. She interacted well with her fellow co-workers and always treated them with respect and dignity. She is very accepting of constructive criticism and she asked questions when she was unsure of her particular duties.

Gina's work displays the pride she feels in her accomplishments, regardless of the nature of those accomplishments. She is efficient, detail-oriented, punctual, dependable and is always willing to put aside her other assignments to assist me in any way she can.

I have found Gina to be a very capable secretary and would highly recommend her for any position for which she applies.

Sincerely,

A handwritten signature in cursive ink that reads "Nancy L. Litwinski".

Nancy L. Litwinski, CPA
Director, Financial Analysis Division