

# Gina Turcotte

3924 West River Road, Sidney, Maine 04330

(207) 458-8688

gina@mitchellanddavis.com

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## 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
  - 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) Guardian ad Litem, 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:

- ☞ Jim Mitchell and Jed Davis, P.A., Augusta, Maine, Litigation Paralegal, Jan. 1, 2019 - current
- ☞ 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
- ☞ Maine law firms, *Preti, Flaherty, Beliveau & Pachios; Doyle and Nelson; Gasink & Weisberger, various others* 1989-1994