

From: [Gina L. Turcotte <ginalyn@adelphia.net>](mailto:ginalyn@adelphia.net)  
To: [apply\\_ajbxuzm346920@net-temps.com](mailto:apply_ajbxuzm346920@net-temps.com)  
Date: 3/4/2003 7:28:59 AM  
Subject: Company Job ID: cuedata725th HelpDesk

Enclosed please find my resume in support of my application for the Help Desk position available with your organization. As you will see, I have strong computer support experience with extensive customer support skills.

My work experience has varied in many ways through the years. I have worked for different branches of the Maine State government, in addition to employment in the private sector, and have acquired many valuable skills in each position. I have always enjoyed working with the public component of my jobs and have strived to deliver professional, courteous, efficient and timely assistance to those who need it. I find the public's response to my assistance very rewarding and compelling for me to continue to provide quality assistance.

My skills include dedication to a high-quality product, great attention to detail, quick and efficient completion of my tasks and a strong working knowledge of office environments and computer applications. I am a trained computer technician that allows me to quickly learn the unique applications of the organization and to implement them as swiftly as possible into my daily tasks. I also strive to learn the unique elements of my job and to discover ways to complete the tasks with better quality, efficiency and accuracy.

I consider myself to be a dedicated, hard-working, dependable individual who takes great pride in every task I encounter and feel I would be a great asset to your organization. I would appreciate an opportunity to further discuss my qualifications and suitability for this position.

Gina L. Turcotte  
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#### CAREER OBJECTIVE:

To obtain employment as a Technical Support Specialist in order to utilize, promote and strengthen my computer support skills in a progressive business environment.

#### PROFILE:

- \* Experienced with installing, configuring and troubleshooting all computer hardware.
- \* Extensive knowledge of computer software including MSDOS, Windows, IBM OS/2, MS Office, and Internet Explorer.

#### EMPLOYMENT:

##### GINABILT COMPUTER SYSTEMS

Proprietor 3/00 - Present

Advertising, Marketing, Financial projections, Hardware/software estimates, New system estimates/configurations, Upgrading/replacement of existing hardware/software, Diagnosing, troubleshooting various computer issues.

##### MAINE INTERNETWORKS, INC. (MINT)

Technical Support Specialist 2/00 - 3/00

Provided telephone based technical support for MINT customers to help resolve various MS Windows, dial up networking, browser and email problems. Hands-on technical support for customers' computer systems.

STATE OF MAINE 4/95 – 7/01

Department of Defense, Maine Veterans' Services

Veterans' Services Clerk

Received, sorted, and filed disability benefit applications for Maine Veterans with the Veterans' administration. Answered questions regarding various resources available to disabled veterans. Correspondence with disabled veterans regarding the status of their application for disability benefits.

Bureau of Revenue Services, Division of Compliance

Tax Compliance Clerk

Received, sorted and filed bankruptcy notices and court pleadings to ensure proper discharge of pending bankruptcies. Extensive phone contact with public entities. Accurately and promptly create and finalize legal pleadings with considerable attention to detail.

Bureau of Revenue Services, Division of Sales Tax

Sales Tax Clerk

Received, sorted and filed automobile dealers' and lessors' certificates to ensure proper reporting, collecting and remittance of appropriate sales tax. Extensive phone contact with automobile dealers regarding sales tax reporting, collections and remittance. Evaluate dealer's need for assessment of tax due, plus interest and penalties, if appropriate. Determine need to transfer case to Tax Examiner for issuance of assessment. Correspondence to dealers' regarding sales tax reporting discrepancies.

Bureau of General Services, Property Management Division

Property Management Clerk

Answer phone inquiries regarding work requests and complaints on state owned buildings and property. Data entry of work orders for all labor crews. Maintain accurate spreadsheets for utility and fuel consumption of state owned buildings and property. Production of work contracts with internal and external service entities.

EDUCATION:

Performance Knowledge, Inc.

Microsoft Certified Systems Engineer 05/99 – 08-99

Studied Windows NT Server 4, Windows NT Server 4 in the Enterprise, Networking Essentials TCP/IP Configuration/Implementation, Windows NT Workstation 4, and Microsoft Exchange Server 5.5.