

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

**From:** Terrence McCarthy [mailto:[tmccarty@maine.rr.com](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](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  
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