

**Maria DC Bonavoglia**  
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## **Work Experience**

### **Independent Contractor, May 2010 – present**

*Various employment agencies in Portland*

- Reconciled bank statements in QuickBooks; recorded daily logs in Excel; answered multiple phone lines and performed other reception duties for 12-tenant office suite
- Performed customer service during busy holiday season, filling orders via phone, Internet and fax, creating invoices and UPS shipping labels
- Made 80-100 daily collection calls for online educational company
- Scheduled daily pickups and created shipping labels using FedEx website
- Kept accurate and detailed records of student contacts, correspondence, shipment tracking, and other pertinent data utilizing MS Excel and Access

### **AmeriCorps VISTA, August 2009 - December 2009**

*Community Services Council, Mt. Shasta, California*

- Provided administrative support for nonprofit countywide network of Family Resource Centers
- Researched and contacted national and local family-supportive and child abuse prevention-centered organizations
- Assisted with creating brochures and other marketing information for parenting classes
- Compiled Family Resource Center client data from phone calls and written questionnaires
- Took minutes for monthly meetings of Child Abuse Prevention Council

### **English Teacher, October 2008 - April 2009**

*Apollo Education and Training, Ha Noi, Vietnam*

- Taught English lessons to native Vietnamese students ages 4-adult
- Created and implemented original and engaging lesson plans
- Graded assignments and tests; evaluated student work and made recommendations for improvement
- Attended professional development meetings and classes

**Publications Coordinator, April - October 2008**

*American Society on Aging, San Francisco, California*

- Coordinated publishing process for weekly and monthly online/print publications
- Updated articles for online publications
- Proofread copy for publications
- Organized physical and online archives

**Bookseller, January - November 2007**

*Browser Books, San Francisco, California*

- Provided excellent customer service for small, independently owned bookstore with a loyal customer base
- Maintained and organized children's book section
- Placed special orders for customers and made purchase suggestions
- Received and sorted book deliveries from distributors and publishers

**Freelance Copy Editor & Proofreader, October 2005 - November 2006**

*San Francisco, California*

**Administrative Assistant, February 2002 - September 2005**

*UCSF Nursing Press, University of California, San Francisco, California*

- Performed all administrative and customer service duties for small specialty publisher
- Processed orders and created invoices and statements utilizing Quick Books
- Updated customer database in MS Access resulting in more timely payments

**Education****Advanced CTESOL (Certificate in Teaching English to Speakers of Other Languages)**

*Transworld School, San Francisco, California*

**Bachelor of Arts Major: Art Minor: English**

*University of Iowa, Iowa City, Iowa*

**Other Skills and Certifications**

Microsoft Office Suite; QuickBooks; typing 60 wpm

Writing/editing/proofreading

Customer service, attention to detail

CPR/First Aid certified

Mandated Child Abuse Reporter, State of Oregon