

Laura S. LeBlanc

2009 Unbridled Drive, Knightdale, NC 27545
(919) 266-3894 | lsleblanc82@gmail.com

Education

2004–2006

North Carolina State University

Raleigh, N.C.

M.A. English

- Degree Obtained: May 2006
- Thesis: *The Effectiveness of Web Conferencing Technology in Student-Teacher Conferencing in the Writing Classroom: A Study of First-Year Student Writers*; Defense: March 15, 2006
- Concentration: Rhetoric and Composition

2000–2004

North Carolina State University

Raleigh, N.C.

B.A. English

- Degree Obtained: May 2004
- Concentration: Journalism
- Minor: French Language

1996–2000

Saint Stephens High School

Hickory, N.C.

Work Experience

November 2008–present

American Institute of Certified Public Accountants

Durham, N.C.

Content Manager

- Manage professional publications (including *AICPA Professional Standards*, *Audit Risk Alerts*, *Audit and Accounting Guides*, *Audit and Accounting Manual*, and *Technical Practice Aids*) throughout the online and print publishing process
- Process content for new and updated publications in XML-based content management system using Documentum and ArborText Editor
- Work with external vendor to publish monthly online resSOURCE updates and distribute those updates to large-firm and commercial licensees

September 2007–November 2008

American Institute of Certified Public Accountants

Durham, N.C.

Content Editor

- Edit professional and specialized publications (including *AICPA Professional Standards*, *Audit Risk Alerts*, *Audit and Accounting Guides*, and *Technical Practice Aids*)
- Coordinate and execute document production schedule during the editorial process
- Maintain strict adherence to AICPA editorial house style (based on *The Chicago Manual of Style*) for consistency across all AICPA products and publications
- Update and maintain AICPA house style manual and answer editorial inquiries
- Perform quality assurance on page proofs and peer review of HTML output with meticulous detail

February 2007–September 2007

Confero, Inc.

Cary, N.C.

Client Services Manager

- Main company contact for 10–15 clients
- Set-up and managed mystery shopping programs for new and renewing clients

- Managed in-house operations team and outside review team on assigned clients
- Created detailed shopper instructions and online mystery shopping surveys

May 2006–February 2007

Confero, Inc.

Cary, N.C.

Operations Manager

- Hired and managed team of 4+ employees to work in Operations Department
- Ensured overall company goals and standards were met and executed on a daily basis with respect to shipping, receiving, inventory management, and mystery shop validation
- Streamlined company processes to ensure that all available technology and company resources were being used to full potential

August 2005–May 2006

N.C. State University English Department

Raleigh, N.C.

First-Year Writing Graduate Teaching Assistant

- Instructor of record for English 101; sole classroom instructor
- Created course syllabus and major writing projects for freshman-level course of various skill levels that focused on multidisciplinary writing
- Coached students on their essays through the various stages of the writing process and focused individual teaching to the student's skill level

January 2005–May 2005

N.C. State University English Department

Raleigh, N.C.

English 101 Teaching Assistant

- Through mentor program, taught daily lessons and graded a portion of major classroom projects (under experienced instructor supervision)
- Held weekly office hours and student-teacher conferences with English 101 students

Editorial Internships

- N.C. State University News Services, October 2003–December 2003
- Signature Publishing, Inc., August 2003–October 2003

Computer Literacy

- HTML, Web site design and updates, and Macromedia Dreamweaver
- Macromedia Fireworks and Adobe Photoshop
- ArborText Editor and Documentum Content Management System
- Microsoft Office and Adobe Professional
- Windows and Mac computing environments
- SASSIE forms certified (HTML-based mystery shopping database software)
- Quick learner on any new software

Awards

- Full-Tuition Fellowship and Graduate Teaching Assistantship, N.C. State University, 2004–2006
- English Department Outstanding Teaching Assistant Award, N.C. State University, 2006
- Nominee for University Outstanding Teaching Assistant Award, N.C. State University, 2006
- Dean's List, N.C. State University, 2001–2003

Volunteer Experience

- Weekly sessions as a personal ESL tutor with the Literacy Council of Wake County (includes a 12-hour training course)