

LAURA-BETH KETTERER
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- Education & Credentials -

- Master of Arts in English - Writing Concentration August 2013
Indiana University at Indianapolis, Indianapolis, IN
- Bachelor of Arts in English – Creative Writing Focus - Film Minor August 2010
Indiana University at Indianapolis, Indianapolis, IN
- Mandarin Basic Course –Certificate of Completion July 2008
Defense Language Institute Monterey, CA

- Professional Experience-

Abbott eScreen Inc. Kansas City, MO

Clinic Development Manager March 2017-Present

- 95% travel position
- Install equipment and train various roles within urgent care clinics (urine collector to MD) on eScreen123® and MyeScreen® while complying with FDA documentation control procedures
- Write scripts and reference pages for client facing videos and documents ensuring audience appropriateness, readability and usability of content
- Present software updates to the department as they are released
- Periodically meet with strategists to discuss and brainstorm how solutions affect the clinic workflow and the usability of the software and offer pragmatic solutions to ensure optimal understanding in the clinic

BROWN MACKIE COLLEGE, Phoenix, AZ

Adjunct Instructor, Introduction to Literature, English Composition 1/2 Sep 2015 – December 2016

- Research lessons and activities that support the current writing process model.
- Develop syllabi, assignments and lesson plans to support the provided text in order to best suit the needs of adult learners who are preparing to enter administrative or science-based careers

GRAND CANYON UNIVERSITY, Phoenix, AZ

Adjunct Instructor, Developmental Writing Sep 2015 – May 2017

- Develop lesson plans to support the provided syllabus to teach writing to a mixed freshmen population of ESL students and non-ESL students who needed assistance with grammar, essay structure and developing strong thesis statements

UNIVERSITY OF PHOENIX, Phoenix, AZ

- Military Enrollment Representative May 2014 – July 2015
- Enrolled military and civilian students in associate, bachelor and master degree programs in the College of Humanities and Sciences

T & J INTERNATIONAL LLC, Indianapolis, IN

June 2013 – February 2014

- Worked with our logistics personnel to create export orders and to ensure that the proper documentation was correct and mailed in a timely fashion.
- Translated Mandarin to English on an as needed basis

DEPAUW UNIVERSITY, Greencastle, IN

Adjunct Instructor, English for Academic Purposes January 2013 – May 2013

- Taught small group sessions with high need native speakers of Mandarin Chinese
- Translated communications(English to Simplified Mandarin) from the Dean's office to students in China as needed
- Created lesson plans in order to communicate: proper grammar usage and sentence structures, listening skills, and speaking skills

THE EXCEL CENTER, Indianapolis, IN

- English Tutor-Work/Study November 2012– March 2013
- Assisted ESL, IEP, and special needs adults in the Read 180 course on reading and writing tasks
- Prepared written materials that assisted students with grammar and writing fluidity

US ARMY RESERVES

- Human Intelligence Sergeant / HR Sergeant March 2002 – July 2008
- Mobilized for Operation Enduring Freedom