STEPHENE KLEIN, MBA, MPH, MPHA

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INSTITUTIONAL FEATURES, PUBLICATIONS & SPEAKING

Verifiable proof of global subject-matter expertise and thought leadership; every entry below links to its source.

FEATURED UNIVERSITY INSTRUCTOR & CONTENT EXPERT (AI)

Named by name on the executive and professional education pages of **15+ accredited universities** (ZAI Institute / Zschool partner network):
Faculty Chair & Creator of the **Women in Leadership in the Age of AI** *program; Faculty & Content Expert across the Strategic AI, Customer Experience, and AI-Driven Marketing catalog.*

- **University of Colorado Boulder**: Executive Education, Featured Instructor
- **University of San Francisco, School of Management**: Women in Leadership in the Age of AI · Strategic AI · AI-Driven Marketing
- **Furman University, Center for Innovative Leadership**: Strategic Artificial Intelligence
- **Loyola University New Orleans**: Customer Experience Leadership with AI
- **Southwestern Law School**: Women in Leadership in the Age of AI · Strategic AI
- **Valparaiso University**: Women in Leadership in the Age of AI
- **University of North Dakota**: Women in Leadership in the Age of AI
- **University of Colorado, Colorado Springs (UCCS)**: Women in Leadership in the Age of AI
- **Minnesota State University, Mankato**: Women in Leadership in the Age of AI
- **University of New Haven, Pompea College of Business**: Women in Leadership in the Age of AI
- **Harrisburg University of Science and Technology**: Women in Leadership in the Age of AI · Strategic AI & CX in Healthcare
- **CSU Chico**: Women in Leadership in the Age of AI Advisory Council
- **Ashland University**: Customer Experience 2.0
- **Rockford University**: Women in Leadership in the Age of AI · Customer Experience
- **Avila University**: Women in Leadership in the Age of AI · Design Thinking
- **La Roche University**: Strategic Artificial Intelligence
- **Our Lady of the Lake University (OLLU)**: Strategic Artificial Intelligence
- **Webber International University**: Strategic Artificial Intelligence

CURRICULUM DESIGN LEADERSHIP

Lead curriculum design across the ZAI Institute's **20+ course executive AI catalog**, including Strategic AI, Generative AI for Value Creation, AI Agents of Change, Customer Experience Leadership with AI, AI-Driven Digital Marketing, Transformative Leadership, and Women in Leadership in the Age of AI.

PUBLICATIONS & THOUGHT LEADERSHIP

- Co-author (with Eric Greenberg), **CX 2.0 (Customer Experience 2.0)**, 2023, covering CX maturity, servant leadership, and the role of AI and machine learning.

ENTERPRISE SPEAKING & FACILITATION

AI Champion | Organizational Transformation Culture Catalyst
Paid keynote speaker, professional moderator, and AI Instructor delivering interactive virtual keynotes, lunch & learns, and transformative AI-integration simulations for technical and non-technical audiences at major enterprises:

Google · Google Women in Construction & Data Centers · Bancorp · Contentful Global · Farmers Insurance
Medical Group Management Association (MGMA) · Sedgwick · Centennial Mental Health

BY THE NUMBERS

60+ university partner network · 500+ advisory board meetings facilitated annually · **10,000+ executive-level facilitation hours · 9.67/10 CSAT** across eight consecutive quarters · **60,000+ program advisors reached · 6,641 advisor survey responses analyzed · 383 advisors named her personally · $300K+ saved with AI in 2026 · 4 new three-year university partnerships (est. $1M each)**.