STEPHENE KLEIN, MBA, MPH, MPHA

Stepheneklein1@gmail.com | (561) 701-5186 | linkedin.com/in/stepheneklein
Open to Relocation · San Francisco or New York (Hybrid)

RESEARCH & EDUCATION SALES LEAD ● BENEFICIAL DEPLOYMENTS ● GO-TO-MARKET & AI ENABLEMENT

PROFESSIONAL SUMMARY

Revenue and growth leader who turns transformative AI into institutional adoption, closing and expanding university partnerships while teaching the frontier to the scientists and educators who decide. Over 20 years in enterprise new business development and go-to-market, with a focused AI education practice since 2020 across higher education, professional and workforce education, and enterprise training. Pairs a track record of new-business wins and revenue growth with the credibility of a published author, an award-winning instructor, and the graceful precision of a Gold Medalist storyteller. Builds trust fast with provosts, deans, and C-suite buyers, closing complex institutional agreements and measuring success as much by reach and institutions served as by revenue, so AI's benefits reach everyone, not just the technical few.

CAREER HIGHLIGHTS

- **Drove $3M in new revenue in six months** as University Partnerships lead and closed **four new three-year university partnerships at an estimated $1M each**, tripling the portfolio from 20 to 60+ partnerships.
- **Structured a grant-supported research-compute partnership through Dell's Grants Office Support Program**, securing two NVIDIA GB10 systems for Dr. Ira Greenberg's Creative Computation Lab at Southern Methodist University via Dell's Research & Education division and Managed Services for Higher Education, with cloud infrastructure from Wasabi Technologies, to accelerate the lab's AI model testing and research; currently partnering with Class Creatives within its Autodesk Residency.
- **Two decades of enterprise new business development**: **top 3% revenue producer among 1,600+ professionals**, ranked **#1 in enterprise new business development**, and **grew client revenue 75% in 12 months** as a contracted CMO/COO.
- **Owns the C-suite relationship engine**, moderating **300+ senior and C-suite leaders weekly** and scaling a global advisory community that reaches **60,000+ program advisors** and has influenced a combined **50,000+ C-suite and senior executives over five years**.
- **9.67/10 CSAT sustained across eight consecutive quarters**, cutting detractors from 5.3% to 2.3% and lifting advisor lifetime value, proven across 6,641 survey responses.
- **Architected and directs a 20+ course AI curriculum** delivered across a 60+ university network and featured by name at 15+ accredited universities; applied AI to **save $300K+ in 2026**.

CORE COMPETENCIES

Go-to-Market & Institutional Sales: Enterprise New Business Development, Complex Multi-Year Institutional Deal Closing (MSA / SOW), Procurement, IT & Security Review, Multi-Stakeholder Sales (Provosts, Deans, IT, Legal), Land-and-Expand (Department to Campus), Account Executive Coaching & Player-Coach Leadership, Pipeline & Renewals, University & Academic Medical Center Sales

AI, Agentic Systems & Technical Fluency: Daily Claude Practitioner & Self-Built Agentic Workflows, Generative & Agentic AI, Prompt Engineering, AI Governance & Literacy, AI-Assisted Production, Hands-On Claude / ChatGPT / Gemini / Copilot, Upskilling & Reskilling

Education Leadership & Cross-Functional Delivery: Curriculum Design & Architecture, Multi-Format Learning, Learning Science (Bloom's, ADDIE, Kirkpatrick), Global Team Leadership, Change Leadership & Coaching, Cross-Functional Collaboration (Product, Applied AI, Marketing, Legal, IT), Multi-Region Operations, Executive Facilitation & Public Speaking

PROFESSIONAL EXPERIENCE

Zschool / ZAI Institute **2020 – Present**

Senior Vice President, Board Experience & University Partnerships

Jan 2026 – Present · Promoted from Vice President (2023) and Lead Faculty (2020)

Global / Remote (HQ: Fort Lauderdale, FL). Board Experience leads education, curriculum, facilitation, teaching, and CSAT performance; University Partnerships drives new business growth across a 60+ university portfolio.

- **Leads curriculum design and instruction as Lead Faculty**, building and facilitating flagship programs including Strategic AI, Generative AI for Value Creation, AI Agents of Change, Customer Experience Leadership with AI, Transformative Leadership, and Women in Leadership with AI-Driven Engagement, translating advanced AI and machine-learning concepts for both technical and non-technical audiences.
- **Owns the end-to-end content production system**, intake, prioritization, drafting, review, and launch, across 40+ programs at the cadence of model and product releases, defining a quality bar the team can hit without me in the room.

- **Applies learning-science rigor** (Bloom's, ADDIE, Kirkpatrick) with ROI analytics that move beyond completion certificates to instrument skill development and business impact, feeding measured outcomes back into the next release.
- **Designs and delivers multi-format, interactive learning**, live facilitation, breakout simulations, hands-on environments, video, and adaptive experiences that go beyond linear courses; overall engagement lifted 37% within six months.
- **Builds AI-assisted content production workflows and standards**, leading the media-design team (via BaseCamp) and AI-integration team Gogentic.ai (via ClickUp) as one production engine; sets where AI accelerates drafting, review, and maintenance and where human craft is non-negotiable, designing for durability and fast regeneration as models improve.
- **Created the National Women in Leadership program** (now Women in Leadership with AI-Driven Engagement, 2025–2026) and serves as its Global Co-Chair and Faculty Chair; authored two core modules and built the Executive Education Instructor Training and Mentor Pro certificate programs, scaling craft through train-the-trainer systems.
- **Leads enterprise new business development across the 60+ university portfolio**, owning the full cycle from prospecting and executive pitch through MSA and SOW negotiation across Legal, IT, and Marketing to close and renewal; leads a 50+ person global team through change.

Designed to Simplify LLC, AI Content & Communications Consultant **2016 – 2023**
Boca Raton, FL, Content design, AI-assisted production, and go-to-market for health-tech and technology clients

- **Pioneered AI-assisted content production with ChatGPT from its 2022 launch**, designing client-learning workflows with quality checkpoints and a clear view of where AI breaks down versus where human craft is required; elevated a client's technical content to LinkedIn Top 5% and secured a TAG Forum (Europe) invitation in 75 days; grew revenue 75% in 12 months as a contracted CMO/COO.

Earlier Experience **1998 – 2017**

- **Signature Real Estate**, Founder & Managing Broker (2007–2017): top 3% revenue producer among 1,600+ professionals; created and sold branded IP and trademark.
- **Nexstar Media Group / WKRG**, Account Manager & Sales Trainer (2000–2007): coached teams to #1 market share; ranked #1 in enterprise new business development. Earlier: Data Analyst, The Nielsen Company (1998–2000).

SELECTED AI SPEAKING & FACILITATION ENGAGEMENTS

Paid keynote speaker, professional moderator, and AI instructor delivering interactive keynotes, lunch & learns, and AI-integration simulations for technical and non-technical audiences at major enterprises:

- **Google ● Google Construction / Data Centers ● Bancorp ● Contentful ● Medical Group Management Association (MGMA) ● Sedgwick ● Centennial Mental Health Center**

EDUCATION

- **Everglades University**, MBA, MPH, and MPHA; Leadership Distinction, summa cum laude (4.0 GPA, #1 class rank); Graduate Commencement Speaker.
- **University of South Alabama**, B.A. in Communications (Public Relations & Marketing); Collegiate Writing Award winner.

PUBLICATIONS & THOUGHT LEADERSHIP

- Co-author (with Eric Greenberg), *CX 2.0 (Customer Experience 2.0)*, 2023, a practitioner's guide to CX maturity, servant leadership, and the role of AI and machine learning; companion to the Customer Experience Leadership with AI executive program.
- Featured by name as an **AI Instructor & Content Expert** on the executive and professional-education pages of 15+ accredited universities, including the University of San Francisco, University of Colorado Boulder, Furman University, Loyola University New Orleans, and Harrisburg University; part of a 60+ university partner network.

PROFESSIONAL DEVELOPMENT & CREDENTIALS

Pedagogy, AI & Platforms: Bloom's · ADDIE · Kirkpatrick · Curriculum & Assessment Design · Claude · ChatGPT · Gemini Advanced · Microsoft Copilot · Prompt Engineering · AI Governance

AI Media, Production & Analytics: Synthesia · ElevenLabs · Midjourney · DALL·E · BaseCamp · ClickUp · Canvas / Instructure · Blackboard · Tableau · Power BI · Notion · Airtable · Asana

HONORS & AWARDS

Gold Medalist, Storytelling & Writing Award (2024) • **IWD2024 Feature, 50 Inspirational Leaders (2024)**

Digital Proof. *Live-link verification of subject-matter expertise, demonstrated skills, and thought leadership (15+ accredited-university instructor features, publications, and enterprise speaking) is provided in the accompanying Institutional Features addendum.*