

STEPHENE KLEIN, MBA, MPH, MPHA

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Open to Relocation • San Francisco or New York (Hybrid)

HEAD OF CONTENT & CURRICULUM • EDUCATION & LEARNING DESIGN • AI ENGAGEMENT LEADER

PROFESSIONAL SUMMARY

Award-winning content, curriculum, and education leader who helps people and institutions navigate the transition to transformative AI, turning complexity into confidence at institutional scale. Over 20 years in leadership and training, with a focused education practice since 2020 spanning higher education, professional education, workforce development, and enterprise training. Owns end-to-end content strategy across audiences (developers, enterprise, consumer, general public) and formats (written, video, interactive), pairing the rigor of learning science (Bloom's, ADDIE, Kirkpatrick) with the refined taste of a published author and the graceful precision of a Gold Medalist storyteller. Teaches advanced AI and agentic systems to technical and non-technical audiences alike, encoding that craft into content systems that help AI's benefits reach everyone, not just the technical few.

CAREER HIGHLIGHTS

- **9.4/10 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.
- **Cultivated and scaled a global advisory community**, adding 3,000+ new senior leaders and 10,000 CxO engagements annually, influencing a combined 50,000+ C-suite and senior executives over five years, and tripling the university portfolio from 20 to 60+ partnerships.
- **Architected and directs a 20+ course non-credit AI curriculum catalog spanning executive education and workforce development**, delivered across a 60+ university network and featured by name as an AI instructor at 15+ accredited universities.
- **Facilitates 500–600 executive advisory board meetings annually**; 10,000+ executive-level facilitation hours delivered, with 383 advisor surveys providing quantifiable evidence of exceptional engagement and moderation expertise.

CORE COMPETENCIES

Content, Curriculum & Learning Design: End-to-End Content Strategy, Curriculum Design & Architecture, Instructional Design, Multi-Format Learning (Written / Video / Interactive), Content Production Systems, Editorial Quality Standards, Learning Science & Measurement (Bloom's, ADDIE, Kirkpatrick)

AI, Agentic Systems & Technical Education: Generative & Agentic AI, AI Agents & Multi-Agent Workflows, Agent Orchestration & Automation, Prompt Engineering, AI Governance & Literacy, Adaptive AI Tutors, AI-Assisted Content Workflows, Technical Curriculum Building & Delivery, Hands-On Claude / ChatGPT / Gemini / Microsoft Copilot, Code & Concept Literacy, Upskilling & Reskilling

Leadership & Cross-Functional Delivery: Team Management & People Development, Media Design Direction, Agency & Vendor Management, Organizational Design, Change Leadership, Coaching & Mentoring, Strong Writing & Editing, Cross-Functional Collaboration (Product, Engineering, Marketing, Design, Agencies, SMEs), High-Growth Technology Environments, Localization & Globalization, 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.
- **Led a 50+ person global team through change**; as University Partnerships lead, drove new business development and \$3M in new revenue in six months.

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 & Champion, delivering interactive virtual keynotes, lunch & learns, and transformative AI-integration simulations for upskilling and reskilling across 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.