

Claudia E. Browning, MBA

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EXECUTIVE SUMMARY

Educational and managerial professional with multi-faceted experience in the areas of higher education, technical writing, and global management and communications

INSTRUCTIONAL EXPERIENCE

Arizona State University Polytechnic Campus

College of Integrative Sciences & Arts (CISA) – Technical Communication

Mesa, Arizona

2013 to present

SUPERVISING INSTRUCTOR, HONORS FACULTY

- Supervising and mentoring technical writing instructors in curriculum design and classroom delivery methods servicing over 500 engineering students annually
- Supervising, mentoring and instructing a diverse population of undergraduate and graduate students in a classroom setting using multiple instruction delivery methods
- Designing, executing, and teaching online and hybrid technical writing classes
- Developing curriculum, course competencies, syllabi, instructional materials, assignments, exams, and other course materials
- Remaining current with new trends and development in technical communication through attendance at symposiums and workshops

FACULTY ASSOCIATE (2010-2013)

- Online instruction using Blackboard 9 and Pearson Learning Studio platforms
- Mentoring students in technical communication to succeed as competent and confident writers

SUMMARY OF COURSES TAUGHT:

- TWC/347 - Written Communications for Managers
- TWC/361 - Writing for Health Care Management
- TWC/401 - Principles of Technical Communication
- TWC/501 – Principles of Technical Communication (Graduate Studies)
- TWC/446 – Scientific & Technical Reports
- TWC/546 – Scientific & Technical Reports (Graduate Studies)
- ENG/101 – First Year Composition
- ENG/102 - First- Year Composition
- ENG/105 - Advanced First-Year Composition
- EGR/104 – Critical Inquiry in Engineering

Northern Arizona University - Extended Campus

2010 to 2011

ASSOCIATE FACULTY

- Face-to-face classroom instruction using multiple delivery learning styles to mentor students in Business Plan Development (BBA/480)
- Mentoring students to develop skills in the areas of marketing, management and finance for small business ventures

**University of Phoenix
College of Humanities**

Phoenix, Arizona

2004 to 2015

ASSOCIATE FACULTY

- Instructing and supervising classrooms using team building, innovative teaching methods and collaborative learning with technology-based delivery systems

SUMMARY OF COURSES TAUGHT:

- COMM/110 – Introduction to Oral Communications
- COMM/315 – Diversity Issues in Communication
- COMM/400 – Management Communication Skills
- COMM/215 – Essentials of College Writing
- COM/170 - Elements of University Composition and Communication I
- COM/172 - Elements of University Composition and Communication II
- ENG/221 – Fundamentals of Technical Writing
- ETH/316 - Ethics and Social Responsibility
- PHL/251 - Critical Thinking
- PHL/323 – Ethics in Management
- SOC/105 – Introduction to American Popular Culture
- SOC/315 - Cultural Diversity

Mesa Community College

Mesa, Arizona

2001 to 2010

ASSOCIATE FACULTY INSTRUCTOR

- Evaluating knowledge of subject matter taught and monitoring student’s scholastic outcomes and success
- Preparing and grading exams
- Remaining current with new trends and development in global business and technology through attendance at seminars and workshops

SUMMARY OF COURSES TAUGHT:

- TQM 101 – Quality Customer Service
- IBS118 – International Marketing Management
- IBS109 – Cultural Dimensions for International Trade
- IBS107 – Basics of Importing and Exporting

➤ IBS101 – Introduction to International Business

CB International

Phoenix, Arizona
1999 to 2001

INDEPENDENT CONTRACTOR/CONSULTANT

- Entrepreneurial based business representing small to mid-sized transportation companies (Landstar Express America, Complete Transportation) in Corporate Sales and Logistics
- Consultant on existing Multinational Accounts to help close international business

Airborne Freight Corporation

Phoenix, Arizona
1996-1999

DISTRICT SALES MANAGER – INTERNATIONAL

- Developed, designed, and sold Global Distribution Management systems to Multinational Fortune 500 and Fortune 100 firms exceeding half a million dollars in revenues
- Responsible for Territory Management in the cities of Phoenix, Tucson, Albuquerque, Salt Lake City, and El Paso
- Created, presented, and sold Request for Proposals to Senior Level Management of Multinational Accounts up to three million dollars in annual budget

SENIOR SALES REPRESENTATIVE – INTERNATIONAL (1994-1996)

- Negotiated Airline Contracts with International and Domestic Carriers for the International Freight Forwarding arm of the company
- Managed and directed an operations staff in Phoenix
- Developed training programs for sales representatives in exporting, importing, and brokerage systems

ADDITIONAL PROFESSIONAL ACTIVITIES/AWARDS

- **2009 Phi Theta Kappa Mentor Award (Mesa Community College) – In recognition of exemplary leadership and service** to students in Phi Theta Kappa International Honor Society
- Well-versed in **Collaborative/Cooperative Learning, Team Building, Leadership and Diversity Training**
- **Developing and Designing Curriculum *online and on ground*** in the **areas of Intercultural Business Communications** within the following competency areas: Cultural Sensitivity in International Business Relations; Improving International Negotiations; the Importance of Avoiding Stereotyping; Valuing Cultural Diversity; and how to Manage Multicultural Relationships in a Domestic Setting
- **Writing Peer Reviews** for College Textbook Authors and **Evaluating Ancillary Materials** for the McGraw-Hill Publishing Company

EDUCATION

Western International University

Phoenix, Arizona Degree Obtained: Master of Business Administration – Management
 Dissertation: *A Comparative Study to Determine Characteristics and Conditions to Measure the Success of Female Entrepreneurship in Maricopa County, Arizona (1998)*

Arizona State University

Tempe, Arizona Degree Obtained: Bachelor of Science – Marketing

PROFESSIONAL MEMBERSHIPS

NAIC Investment Club Tuesday Ticker Chapter; Phoenix, Arizona	Member, 1995 to 2007 Club Economist
Entrepreneurial Mother’s Association Northeast Valley Chapter Scottsdale, Arizona	Member, 1999 to 2003
Reading and Literacy Volunteer Madison Elementary School District	Active, 2003 to 2010
Madison Park - Parent Teacher Organization Madison Elementary School District Phoenix, Arizona	Member, 2006 to 2010
Madison Traditional Academy - theGuild Madison Elementary School District Phoenix, Arizona	Member, 2008 to 2012
Brophy Mother's Guild Brophy College Preparatory Phoenix, Arizona	Member, 2010 to 2017
Central Phoenix Writers Group Phoenix, Arizona	Member, 2011 to 2014
Basis Schools, Inc. Booster Club Phoenix, Arizona	Member, 2012 to 2014
Metro Phoenix Technical Communicators Phoenix, Arizona	Member, 2016 - present