

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 – ManagementDissertation: *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