

## **Curriculum Vitae**

Maria Dowding  
Cedar Valley College  
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### **Education**

University of Central Oklahoma, Edmond, OK  
Ph.D. -pursuing in Psychology

Oklahoma City University, Oklahoma City, OK  
M.B.A. in Management

University of Oklahoma, Norman, OK  
B.S. in Psychology

Rose State College  
A.S. in Mathematics and Physics

### **Teaching Experience**

Resource Learning, LLC, Fort Lauderdale, FL – July 1994 – December 2009  
Corporate Training and Course Development

Navarro College, Waxahachie, TX, January 2010 – December 2010  
Adjunct Instructor – Psychology

Cedar Valley College, Lancaster, TX, March 2010 – June 2010  
Corporate Training – Management Skills

Cedar Valley College, Lancaster, TX, September 2010 – December 2010  
Adjunct Professor – Business

### **Publications and Papers**

Women and Work, 1994  
Guest lecturer at Oklahoma State University

Understanding Business, 1994  
Guest lecturer at Francis Tuttle Technology Center

Winning through Effectiveness, Business Strategies 1996  
Guest lecturer for the Oklahoma School System

Leadership Technology for Schools, 1997  
Paper presented at Oklahoma Education Association annual convention

Creating a Successful Customer Contact Environment, 2001

Paper presented at World Customer Service Congress annual meeting in Washington, DC

Slaying Your Fiery Dragons through Inner Strength, 2006,

Presented in business category, Beijing Book Fair 2008, Dallas International Book Fair 2009

#### Publications

Dowding, Maria, "Slaying Your Fiery Dragons through Inner Strength", Advantage Books, business category, vol 1, 2006, pp. 1-124

Dowding, Maria, "Creating a Successful Customer Contact Environment", Customer Satisfaction Management Frontiers – V, vol 1, 2001, pp. 18.1 – 18.9