Michael S. Payne II

EXPERIENCE RESEARCHER | DEVELOPER

EXPERIENCE

REV | FREELANCE TRANSCRIBER
July 2021- Present | Remote
- Convert speech in audio and video files into written text for clients

U-M SCHOOL OF SOCIAL WORK & URBAN PLANNING | WEBSITE DESIGNER
Oct 2020 - Present | Ann Arbor, MI
- Collaborate with faculty and grad students on the creation of websites for Congolese and Banyamulenge refugee communities in Michigan
- Working with UM faculty and researchers to create a website focused on sharing stories of missing migrants of the Mediterranean

U-M ROSS SCHOOL OF BUSINESS | LABORATORY SERVICE COORDINATOR
Mar 2015 - Jan 2020 | Ann Arbor, MI
- Recruited participants for marketing research experiments
- Managed an online database of 13,000 people for paid research studies
- Orchestrated experimental scheduling of research experiments conducted in the lab
- Created official lab protocols for all research conducted in the lab
- Assisted in managing human subject incentive payments process including cash management, accounting, and receipts for participants
- Produced progress reports for faculty and administered credits regarding student participation in research for course credit

U-M ROSS SCHOOL OF BUSINESS | RESEARCH LABORATORY TECHNICIAN
Aug 2011 - Mar 2015 | Ann Arbor, MI
- Administered experiments in multiple research setting formats (i.e. one-one interviews, focus groups, and large group experiments ranging from 10-35 participants at a time)
- Performed usability test to advise Ross Faculty and PhD researchers on logistical issues
- Trained researchers and student research assistants on experimental procedures

PROJECTS

MICHIGAN DEPARTMENT OF STATE - AUTOMATED EMAIL NOTIFICATION SYSTEM
UX Researcher & Student Consultant | Ann Arbor, MI | May 2020 - Present
- A part of a 3-person team responsible for establishing an automated email confirmation system for voter absentee ballot status in four Michigan cities
- Collaborated with industry professionals to adapt the system for expansion to new cities
- Administered interviews and surveys to assess the automated email system's value amongst clerk's offices and voters

ADOBE CREATIVE JAM - FOOD ROUTE MOBILE APPLICATION
UX Researcher & Developer | Ann Arbor, MI | Oct 2020 - Dec 2020
- A part of a 3-person team responsible for designing an intuitive community-based platform for individuals to receive and aid individuals during COVID-19
- Built a functional prototype to showcase the potential of the mobile application

MICHIGAN TOWNSHIP ASSOCIATION - OPEN MEETINGS ACT & PUBLIC MEETINGS
UX Researcher & Student Consultant | Ann Arbor, MI | May 2020 - Aug 2020
- A part of a 4-person interdisciplinary team responsible for gathering data using various research methods to provide recommendations on software platforms Michigan Townships Boards can use to hold public meetings during COVID-19

CONTACT

- mpaynei@umich.edu
- 313-332-9900
- michaelspayneii.com
- Redford, Michigan

EDUCATION

M.S. in Information Science
University of Michigan
Ann Arbor, MI
GPA: 4.0
April 2021

B.A in Psychology
University of Michigan
Ann Arbor, MI
April 2009

SKILLS

PROJECT MANAGEMENT
Laboratory Scheduling, Participant Recruitment, Research Administration, Protocol Design, Assistant Training, Agile Methodologies

RESEARCH & DESIGN
User Interviews, Survey Design, Eyetracking, Usability Testing, Personas, Heuristic Evaluation, Comparative Analysis, Survey Beta Testing, Journey Maps, Affinity Mapping, Interactive Prototyping

CODE
HTML, CSS, JavaScript, Python

TOOLS
React Native, Firebase, Jupyter Notebook, Adobe Creative Suite, Figma, Imotions, Qualtrics, Tobii Eyetracking