Michael S. Payne II

# EXPERIENCE RESEARCHER | DEVELOPER

**EXPERIENCE**

## U-M SCHOOL OF SOCIAL WORK & URBAN PLANNING | WEBSITE DESIGNER

***Oct 2020 - Present | Ann Arbor, MI***

* Collaborating 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 research 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 required 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 offer assistance to 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

## MENTAL HEALTH APPLICATION PROTOTYPE

***UX Researcher & Designer | Ann Arbor, MI | Jan 2019 - Apr 2019***

* Created personas, generated comparative analysis, conducted interviews and prototyped a mental health application for college students of color at the University of Michigan

# CONTACT

[mpa](mailto:mpaynei@umich.edu)[ynei@umich.edu](mailto:ynei@umich.edu) 313-332-9900

michaelspayneii.com Redford, Michigan

# EDUCATION

## M.S. in Information Science

*University of Michigan* Ann Arbor, MI Expected Dec 2020

**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, Hueristic 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