

MERRILYN AKPAPUNA

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Education

Master of Arts in Industrial/Organizational Behavior Management

Western Michigan University

- Grade Point Average: 4.0

September 2014 – Present

Kalamazoo, MI

Bachelor of Arts in Psychology

Dillard University

- Minor: Business Management
- Grade Point Average: 4.0 (Graduated Summa Cum Laude)

August 2010 – May 2014

New Orleans, LA

Research Interests

- Performance Management
- Intrinsic versus Extrinsic Motivation
- Feedback
- Creativity and Innovation
- Personnel Training
- Behavioral Systems Analysis

Relevant Coursework

- Personnel Selection and Placement
- Instructional Design
- Behavioral Systems Analysis
- Experimental Design & Analysis I & II
- Psychology of Work
- Human Resource Management

Work and Internship Experience

Instructional Design Assistant

Thomas M. Cooley Law School

- Assisted with the execution and supervising of SAFMED study sessions
- Applied principles of instructional design in an effort to revise and improve several courses with the goal of improving BAR examination success rate
- Attended weekly meetings with the instructional design team to discuss the redevelopment of several courses
- Conducted one-on-one fluency exercises with students to ensure retention of important terms, concepts and principles

December 2015 – Present

Grand Rapids, MI

Administrative Assistant

Organizational Behavior Management Network

- Created and emailed agenda to officers, moderated weekly officer meetings, took notes and saved them for reference purposes
- Provided assistance, via email, to members with questions about the organization, their membership, and upcoming conferences
- Communicated with officers about upcoming tasks, created and distributed task lists, and

May 2015 – Present

Kalamazoo, MI

maintained contact with officers to ensure tasks were completed on time

Marketing Coach/Research Assistant

May 2015 – September 2015

Jacks Wholesale Windows

Schoolcraft, MI

- Trained telemarketers, during weekly coaching meetings, to engage in the necessary behaviors that lead to a phone sale
- Directly observed telemarketers' behaviors, recorded them using a behavior checklist, and analyzed and graphed the data
- Helped create marketing materials to implement and monitor coaching intervention
- Researched and recommended changes to the employee handbook in an effort to reduce absenteeism
- Delivered PowerPoint presentation on the proper way to hash and gave feedback to telemarketers on their performance after each phone call
- Answered phone calls and attended to customers in need of assistance

Senior Counselor

May 2014 – August 2014

Mercersburg Academy

Mercersburg, PA

- Assisted in day-to-day operation and execution of the program
- Created lesson plans for assigned classes, such as Geocaching and Science
- Supervised campers during all camp activities and in the dorms
- Helped to ensure the safety and overall well-being of camp participants
- Led and assisted in camp activities such as singing, dancing, and telling stories around campfires, tubing, kayaking, and rafting

Writing Consultant

February 2012 – April 2014

Dillard University Writing Center

New Orleans, LA

- Assisted college students in person with proofreading and revising their papers and provided additional assistance to students with English as their second language
- Organized workshops on avoiding spelling errors, using correct punctuation, and ensuring syntax
- Had office hours daily during which students could come in to get help with their papers

Tutor

October 2011 – February 2014

Martin Luther King Charter School

New Orleans, LA

- Conducted tutoring sessions with 6th - 9th graders individually and in small groups of about ten students to help improve their subject matter knowledge in English grammar, Literature, and Mathematics
- Observed and recorded student's performance and provided them with feedback on their progress towards the learning objectives
- Graded homework and quizzes, computed and recorded results, and maintained records, ensuring confidentiality
- Participated in training and development sessions biweekly to learn new tutoring techniques and improve existing ones

Summer Intern

May 2013 – August 2013

2K-Manhattan Marketing Company

Hackensack, NJ

- Interviewed candidates for the position of sales representative to determine fit with company culture and assisted in the training and development of new recruits
- Introduced psychology concepts into the workplace to increase production and create a positive

- work atmosphere
- Answered customers' questions regarding product features, prices and availability
- Executed face-to-face sales and marketing campaigns for new products
- Resolved customer complaints regarding sales and service

Instructor of Record

September 2015 – Present

Western Michigan University

Kalamazoo, MI

- Designed a comprehensive class project that covers the major concepts taught in the class
- Designed and delivered lectures to a class of about 30 students, using PowerPoint presentations
- Held office hours for two hours each week in order to help students in need of assistance
- Graded students' assignments and gave detailed feedback on performance and ways to improve

Teaching Assistant

January 2015 – April 2015

Western Michigan University

Kalamazoo, MI

- Presented four lectures altogether to a class of about 20 students
- Graded students' assignments and gave detailed feedback on performance and ways to improve

Research Experience

Research Assistant for Dr. Douglas Johnson

January 2015 – April 2015

Western Michigan University

Kalamazoo, MI

- Pilot-tested the CBI testing program for research purposes
- Attended about five meetings over the course of the semester regarding a sustainability project
- Reviewed articles on creativity as a part of an extensive literature review
- Reviewed business proposal for starting up a sustainable café
- Served as a liaison between members of the international community at Western Michigan University and the board of the sustainable café

Student Investigator, Undergraduate Research

January – April 2014

Dillard University

Kalamazoo, MI

- Topic: Gender Differences in Perception of Sexual Harassment
- Mentor: Dr. Eartha Johnson
- Purpose: To assess the major differences in the way males and females perceive sexual harassment in the workplace
- Worked with a professor from a leading university in India to acquire the surveys used in the research study
- Distributed and analyzed surveys while maintaining the confidentiality of participants
- Reviewed current literature on the topic, developed and wrote research manuscript

Student Investigator, Undergraduate Research

January – April 2013

Dillard University

Kalamazoo, MI

- Topic: The Effect of Negative Body Image on Job Satisfaction
- Mentor: Dr. Eartha Johnson
- Purpose: To investigate the effect having a negative body image, in waitressing and similar jobs, has on job satisfaction
- Developed, distributed, and analyzed surveys while maintaining the confidentiality of

- participants
- Reviewed current literature on the topic, developed and wrote research manuscript

Poster Presentations

Dillard University Undergraduate Research Presentation

April 11, 2014

- Topic: Gender Differences in Perception of Sexual Harassment
- Mentor: Dr. Eartha Johnson

Dillard University Undergraduate Research Presentation

April 12, 2013

- Topic: The Effect of Negative Body Image on Job Satisfaction
- Mentor: Dr. Eartha Johnson

Professional Presentations

Akpapuna, M., Johnson, D. A. (May 2016). *It all started with monkeys and raisins: The history of the intrinsic/extrinsic motivation debates*. Presentation at the annual conference of the Association for Behavior Analysis International, Chicago, IL.

Leadership and Extracurricular Activities

President/Lead Fellow

September 2013 – October 2014

Melton Foundation

New Orleans, LA

- Spearheaded the recruitment of new fellows into the Foundation by organizing informational sessions and workshops, reading over applications and interviewing potential candidates
- Coordinated events with fellows from China, India, Chile, and Germany to discuss global issues and develop possible solutions
- Developed a problem tree analysis to investigate solutions to major issues within the organization
- Supervised leaders in the Foundation by assigning tasks and ensuring they were completed

Executive Secretary/President

September 2012 – May 2014

African World Network Organization

New Orleans, LA

- Organized meetings and events that align with the mission of the organization which is to create awareness of the political and economic issues in African countries and brainstorm ways to solve them
- Managed other leaders in the foundation by assigning duties and ensuring timely completion of tasks

Ambassador

September 2012 – May 2014

Dillard University

New Orleans, LA

- Helped to recruit students to attend Dillard University by conducting individual and group campus tours for prospective students and their families
- Advised students on issues such as course selection and progress towards graduation
- Represented and promoted the university at community and campus events

Dillard Recruitment Team

September 2012 – December 2013

Teach For America

New Orleans, LA

- Recruited students to join Teach for America by developing informational presentations about the program

- Contacted professors one-on-one or via email to schedule presentations in classes with potential applicants

Historian

September 2011 – May 2012

K.B. Clark Psychology Club

New Orleans, LA

- Helped conduct several events including Take Back The Night, a rally against sexual and domestic violence
- Served as peer counselor to victims of sexual and domestic violence
- Recorded events for documentation and maintained confidentiality of victims

Community Volunteer Service

Service Learner

September - December 2013

Strive Incorporated

New Orleans, LA

- Monitored individuals with developmental disabilities in activities such as assembling, labeling, sorting, counting, and packaging of Mardi Gras beads and promotional buttons
- Encouraged clients to express their feelings and talk about events in their life to help them develop insight into themselves and their relationships
- Provided positive reinforcement in the form of praise and attention to increase desirable behaviors

Mentor

September - December 2012

Joseph A. Craig Charter School

New Orleans, LA

- Organized recreational activities to promote physical, mental, and social development
- Encouraged socially acceptable behaviors through positive reinforcement
- Guided students one-on-one in completing their class assignments

Tutor

September - December 2011

Start The Adventure In Reading (STAIR)

New Orleans, LA

- Had one-on-one interactive tutoring sessions, twice a week, on reading and language skills with at-risk public school second graders
- Worked with the site director to develop and implement ways to better the program
- Used STAIR's curriculum as a guide for increasing the reading level of second graders
- Increased students' sense of self-esteem by constantly reinforcing their desirable behaviors using praise, stickers and snacks

Honors and Awards

- Dillard University Highest Academic Achievement Award (May 1, 2014)
- The Benjamin E. Mays Samuel Dubois Cook Presidential Scholarship Award (May 1, 2014)
- Psi Chi National Honor Society (2013-Present)
- Alpha Kappa Mu National Honor Society (2012-Present)
- Beta Kappa Chi Honor Society (2012-Present)
- National Institute of Science Membership (2012-Present)
- Dillard University Dean's List of Scholars (2010-2014)
- Daniel C. Thompson/ Samuel Dubois Cook Honors Program (2010-2014)
- Phi Eta Sigma Honor Society (2010-2014)

Membership in Professional Organizations

- Organizational Behavior Management Network (2014 – Present)
- Association for Behavior Analysis International (2014 – Present)
- Society for Industrial and Organizational Psychology, Inc. (2013 – 2014)

Skills

- Microsoft Office (Word, Excel, PowerPoint, Publisher, Visio, and Access)
- Adobe Captivate
- Instructional Design
- Job Analysis
- Behavioral Systems Analysis
- Data Analysis

References

Available upon request