

MERRILYN AKPAPUNA

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Education

Doctor of Philosophy in Industrial/Organizational Behavior Management
Western Michigan University (Grade Point Average: 4.0)

September 2017 – Present
Kalamazoo, MI

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 (Grade Point Average: 4.0)

August 2010 – May 2014
New Orleans, LA

Research Interests

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

Relevant Coursework

- Instructional Design
- Supply Chain
- Personnel Selection and Placement
- Experimental Design & Analysis I & II
- Behavioral Systems Analysis
- Human Resource Management

Competencies

- Data Analysis
- Articulate
- Coaching
- Project Management
- HRIS (Taleo, Workday, ADP, SharePoint)
- Adobe Captivate and InDesign
- Behavioral Systems Analysis
- Six Sigma (Yellow Belt)
- ADDIE
- Microsoft Office and Visio
- SmartSheets
- Process Improvement

Work Experience

Management Consultant (Contractor)
Trenton Corp

July 2016 – Present
Ann Arbor, MI

- Designed and maintained an incentive system to support the anticorrosion wax tape production process
- Redesigned wax tape production training program; maintained and analyzed related performance data
- Developed a Total Performance System map of the wax tape production process
- Presented industry best practices at several conferences around the world
- Successfully implemented several process improvement efforts to ensure coherence department-wide
- Facilitated weekly meetings with subject matter experts to create a system that fosters quality improvement

Human Resources Graduate Intern
Superior Health Plan (a division of Centene Corporation)

May 2018 – August 2018
Austin, TX

- Under strict timeline, analyzed preselection and onboarding processes to generate tools to increase efficiency
- Directed a project to reduce attrition within the entire customer service department
- Participated in revising companywide attendance guidelines in an effort to increase consistency
- Worked with multiple staffing agencies to source candidates for several positions throughout the organization, using HR systems such as Workday, Taleo, ADP, SharePoint, and SmartSheets

Human Resources Coordinator
PFC Natural Grocery and Deli

February 2017 – April 2018
Kalamazoo, MI

- Created and maintained an employee evaluation, recognition and appreciation program
- Managed hiring process which included recruitment, application reviews, in-person interviews, and onboarding
- Coached department managers on ways to deal with employee performance and interpersonal issues
- Implemented safety program organization-wide by coaching department managers on safety training

- Worked with Anti-Racism Transformation Team to offer culture sensitivity trainings and dialogues
- Streamlined hiring process to ensure efficiency

Administrative Assistant

May 2015 – March 2017

Organizational Behavior Management Network

Kalamazoo, MI

- Created and emailed agenda to officers; moderated weekly officer meetings; documented meeting notes
- Promptly answered members' questions about the organization, membership, and conferences
- Managed officer and board email list and maintained certain portions of the OBMN website
- Communicated with officers about upcoming tasks, created and distributed task lists, and maintained contact with officers to ensure tasks were completed on time

Instructional Design Assistant

December 2015 – December 2016

Thomas E. Cooley Law School

Grand Rapids, MI

- Applied principles of instructional design to improve the bar examination success rate
- Assisted with the execution and supervision of SAFMEDS study sessions
- 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 information

Marketing Coach/Research Assistant

May 2015 – September 2015

Jack's Wholesale Windows

Schoolcraft, MI

- Trained telemarketers to engage in the necessary behaviors needed to close a sale
- Delivered feedback to telemarketers on their performance during weekly coaching meetings
- Graphed and analyzed performance data of telemarketers and effectiveness of marketing strategies
- Recommended changes to the employee handbook to reduce absenteeism

Senior Counselor

May 2014 – August 2014

Mercersburg Academy

Mercersburg, PA

- Created detailed lesson plans for assigned classes
- Supervised and ensured overall safety of campers during camp activities and in the dormitories
- Led several camp activities and assisted in the day-to-day operation and execution of the program

Writing Consultant

February 2012 – April 2014

Dillard University Writing Center

New Orleans, LA

- Organized and delivered workshops on avoiding spelling errors, using correct punctuation, and ensuring syntax
- Coached students during daily office hours on proper writing techniques
- Assisted college students in-person with proofreading and revising their papers and provided additional assistance to students with English as their second language

Industrial/Organizational Psychology Intern

May 2013 – August 2013

2K-Manhattan Marketing Company

Hackensack, NJ

- Interviewed candidates for the position of sales representative to determine fit within company culture
- Assisted in the training and development of new recruits to become top performers
- Introduced psychology concepts into the workplace to increase productivity and efficiency
- Executed face-to-face sales and marketing campaigns for new products

Professional Presentations and Publications

Johnson, D. A., & Akpapuna, M. (2018). *A pragmatic approach for building motivation to promote employee creativity and organizational innovation*. *Essentials of Organizational Behavior Management*.

Akpapuna, M. (November 2017). *The importance of coaching supervisors on proper feedback delivery – Updated data*. Presentation at the annual international conference of the Association for Behavior Analysis International, Paris, France.

Akpapuna, M., & Johnson, D. A. (July 2017). *Of carrots and sticks: A behavioral approach to motivation*. Invited presentation at the Organizational Behavior Management: Origins, Applications, and Advantages Conference, Kinneret Academic College, Israel.

Ireland, M., Akpapuna, M., & Johnson, D. A. (July 2017). *Coaching the leaders of tomorrow*. Invited presentation at the Organizational Behavior Management: Origins, Applications, and Advantages Conference, Kinneret Academic College, Israel.

Akpapuna, M. (May 2017). *The importance of coaching supervisors on proper feedback delivery*. Presentation at the annual conference of the Association for Behavior Analysis International, Denver, CO.

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.

Teaching Experience

Graduate Coordinator (Introduction to Psychology)

August 2018 – Present

Western Michigan University

Ann Arbor, MI

- Participated as a member of a large team of graduate students in brainstorming and implementing the best teaching and coaching strategies
- Supervised undergraduate learning assistants in their daily duties; assisted with the coordination and oversight of the course system
- Analyzed created instructions and provide insight on the soundness of the instructional design
- Graded students' assignments and provided them with detailed feedback

Instructor of Record (Professional & Career Development)

September 2015 – April 2017

Western Michigan University

Kalamazoo, MI

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

Graduate Teaching Assistant (Professional & Career Development)

January 2015 – April 2015

Western Michigan University

Kalamazoo, MI

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

After School Instructor (Mathematics and English)

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 techniques

Leadership and Extracurricular Activities

President

September 2015 – April 2016

Industrial Organizational Graduate Student Organization (IOGSO)

Kalamazoo, MI

- Created meeting agenda and facilitated meetings with other executive officers
- Designed peer mentoring program to improve the transition of new students into the program
- Solicited feedback from students and worked with faculty to ensure student needs were being acknowledged
- Assisted in creating and launching the first fundraiser

President/Lead Fellow**September 2013 – October 2014***Melton Foundation**New Orleans, MI*

- Spearheaded the recruitment of new fellows into the Foundation by organizing informational sessions and workshops, evaluating 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

Community Volunteer Service

Service Learner**September 2013 - 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 2012 - December 2012***Joseph A. Craig Charter School**New Orleans, LA*

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

Tutor**September 2011 - 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
- Increased students' sense of self-esteem by constantly reinforcing their desirable behaviors using praise, stickers and snacks
- Used STAIR's curriculum as a guide for increasing the reading level of second graders

Honors and Awards

- The Honor Society of Phi Kappa Phi (2018)
- Dillard University Highest Academic Achievement Award (2014)
- The Benjamin E. Mays Samuel Dubois Cook Presidential Scholarship Award (2014)
- Psi Chi National Honor Society (2013)
- Alpha Kappa Mu National Honor Society (2012)
- Daniel C. Thompson/ Samuel Dubois Cook Honors Program (2010)
- Phi Eta Sigma Honor Society (2010)

Membership in Professional Organizations

- Organizational Behavior Management Network (2014 – Present)
- Association for Behavior Analysis International (2014 – Present)
- Melton Foundation (2012 – Present)
- Society for Industrial and Organizational Psychology, Inc. (2013 – 2014)

References

Available upon request