

Melanie Elise Bumpas

mel@hiddenciti.es

731.334.8375

Experienced qualitative researcher, storyteller and tech policy professional seeking a hands-on role in public interest technology, civil society or user/design research.

Skills and Expertise

- ◆ Technical, legal and public interest issues in Internet governance and social media
- ◆ Multistakeholder policymaking processes
- ◆ Report writing and delivery/presentation
- ◆ Project and program management
- ◆ Interview and focus group facilitation
- ◆ Communications & content management
- ◆ Data management, analytics and network visualization in Python, R, Excel, Gephi
- ◆ Fluent in Mandarin Chinese

Experience

US Department of Commerce (Washington, DC) — *Internet Policy Specialist* 2019-20

- ◆ Manage USG participation in ICANN's Government Advisory Committee (GAC)
- ◆ Collaborate with diverse stakeholders across USG and external groups to craft and promote official policy positions regarding the global Internet domain name system
- ◆ Research, write reports, and brief senior officials on emerging Internet policy issues

Gartner (Arlington, VA) — *Senior Qualitative Research Analyst* 2018-19

- ◆ Plan and conduct in-depth subject matter interviews with technology executives to understand emerging business practices in the product development cycle
- ◆ Work closely with other researchers to refine and pressure-test hypotheses and findings
- ◆ Manage production of key deliverables including white papers, case studies and webinars

American Job Centers (Dyersburg, TN) — *Communications & Program Assistant* 2016

- ◆ Manage web, social, and traditional media content creation and dissemination
- ◆ Support grant implementation, program management, data analytics and progress reporting
- ◆ Conduct on-site career readiness workshops for rural high school students across 21 counties
- ◆ Facilitate "Design Thinking" focus groups with sister offices to improve customer experience

Kantar Media (Shanghai, China) — *Social Media Analyst* 2015-16

- ◆ Support China market strategy for international clients by analyzing public opinion trends brand campaign performance on Chinese social media
- ◆ Create data visualizations, written reports and long-form presentations
- ◆ Operate successfully within a fully Chinese-speaking business environment

Education

University of Oxford (Oxford, UK) — MSc, *Social Science of the Internet* 2016-17

- ◆ Multidisciplinary coursework on the social, political, and cultural impact of the Internet
- ◆ Rigorous training in qualitative and quantitative digital social research methods
- ◆ Dissertation comparing patterns of social news sharing on Chinese and US platforms

University of Mississippi (Oxford, MS) — BA, *International Studies and Chinese* 2010-15

- ◆ Intensive Mandarin language study, including 5 study abroad summers/semesters
- ◆ Award-winning senior thesis on political economy of Chinese higher education reform

For more, visit me on the web at <https://hiddenciti.es>