

<Summary >

I am a user advocate and evangelist. Whether evaluating, testing, designing, or developing, I work from the perspective of the user. Accessibility principles improve usability, and a well-designed site is more accessible.

I explore ways that Gamification, Information Architecture, Human Computer Interaction principles, Accessibility and User Experience practices can make for a delightful experience for the human at the end of the process.

I am an effective communicator at all levels and a strong leader and collaborator. My subject matter expertise includes user experience design, usability, gamification, information architecture, accessibility, site structures, navigation, wireframes, prototyping, scenarios, and expertise with design, development, testing, and office tools.

<Technical Skills>

Leadership

A11y Evangelist
Center of Excellence
Collaboration
Initiative
Mentoring
Socialization
Training Creation

Software

Axure
FileMaker Pro
HP Application Lifecycle
Management
Illustrator
InDesign
JIRA
MS Office
MS SharePoint / Designer
MS Visio
MS Visual Studio
Photoshop
Team Foundation Server

Design

Best Practices
Content Architecture
Content Management
Design Patterns
Desktop & Mobile
Gamification
Information Architecture
Interaction Design
Personas & Scenarios
Prototyping
Usability Testing
User Centered Design
User Experience
Visual Design
Wireframing

Accessibility

EN 301 549
Google Accessibility Rating
(GAR)
JAWS
Microsoft Accessibility
Standards (MAS)
Remediation
Section 508
TalkBack
Testing
Training
Validation
VoiceOver
WAI-ARIA
Web Content Accessibility
Guidelines (WCAG) 2.1

<Experience>

Senior Accessibility Engineer

June 2018 – Present

Nuance Communications, a Microsoft Company

Remote

Provide expert accessibility consultation and leadership

- ▶ Evangelized and socialized accessibility through intranet posts, meetings, and presentations.
- ▶ Created and socialized Accessibility Champions and Partners program
- ▶ Evaluated, procured, and implemented AQA Accessibility Management Platform for the enterprise
- ▶ Authored accessibility compliance training for designers, developers, QA, managers, HR, and procurement
- ▶ Initiated the Accessibility Playbook, a collaborative body of knowledge
- ▶ Worked with Legal Team to create Accessibility Center of Excellence (ACoE)
- ▶ Authored validation steps for testing WCAG 2.1 compliance

- ▶ Set standards for support (browsers, assistive technology, devices, etc.)
- ▶ Tested and validated compliance with WCAG 2.1, EN 301 549 and Section 508
- ▶ Created intranet space with resources and interactive forums for accessibility
- ▶ Procured bulk licenses for JAWS screen reader, resulting in significant cost reduction
- ▶ Evangelize and socialize accessibility throughout the organization

Accessibility Engineer <contract>

March – June 2018

Google

San Jose, California

Provide expert accessibility consultation for site and mobile apps.

- ▶ Completed accessibility assessments on multiple projects.
- ▶ Mentored junior accessibility specialists.

Accessibility Engineer <contract>

March 2017 – January 2018

Optum / United Healthcare

Remote

Provide expert accessibility consultation for site and mobile apps.

- ▶ Completed accessibility assessments on multiple projects
- ▶ Participated in committees for improved workflow and checklist refinement
- ▶ Contributed to A11y Tidbits – weekly news on accessibility intranet
- ▶ Worked with UX and development teams to find effective solutions to accessibility issues

Accessibility Engineer <contract>

November 2015 – March 2017

TIAA

Charlotte, North Carolina / Remote

Provide expert accessibility consultation for site and mobile apps.

- ▶ Completed accessibility audits of the main site, multiple projects and mobile (iOS and Android) native apps
- ▶ Created a streamlined method for creating Level of Effort estimates
- ▶ Created a database for iterative communication of accessibility violations
- ▶ Presented accessibility concepts to UX team and Prototype team on accessibility issues
- ▶ Worked with UX team, prototype team and development team to find effective solutions to accessibility issues
- ▶ Managed the AMP testing tool by SSBart (now Level Access)

Accessibility Expert <contract>

May 2015 – August 2015

University of Minnesota

Minneapolis, Minnesota

Provided expert counsel for accessibility testing of PeopleSoft application's accessible overlay.

- ▶ Completed analysis of accessibility testing efforts for trends and patterns in order to recommend a more streamlined approach.
- ▶ Created a testing plan for in-house testing of accessibility features.
- ▶ Tested PeopleSoft application and reported findings, making recommendations for creating accessible code.
- ▶ Worked with staff and disabled students to create an accessible version of the site.

User Experience Designer/Accessibility Expert <contract>

December 2014 – March 2015

T-Mobile

Bellevue, Washington

Created wireframes for phone, tablet and desktop. Responsible for the layout of the screens, look and feel, and documentation. Led efforts for accessibility training and testing.

- ▶ Created interactive annotated wireframes for mobile, tablet and desktop.
- ▶ Created Accessibility Implementation Plan with recommended approach to training, testing, remediation, and regression testing.
- ▶ Authored accessibility training for designers, developers, content creators and team members.
- ▶ Presented accessibility concepts to managers and stakeholders.
- ▶ Reviewed design guide, wireframes, HTML and final code for compliance with WCAG 2.0 and Section 508 guidelines.

User Experience Designer <contract>

January – June 2013

Microsoft

Redmond, Washington

Worked with team to create an application to track the release of research efforts for the Microsoft Research Team. Responsible for the layout of the screens, look and feel, and documentation.

- ▶ Created wireframes for the application.
- ▶ Authored CSS and Master Pages.
- ▶ Authored User Interface Design Guide for the application.

User Experience Designer <contract>

August – October 2012

Microsoft

Redmond, Washington

Worked with a small, dynamic team to create an application to track onboarding and offboarding tasks for the Microsoft Research Team. Responsible for the layout of the screens, and documentation.

- ▶ Worked with team to capture all requirements and recommendations in the screens.
- ▶ Created look and feel for the application using Photoshop.
- ▶ Created wireframes for the application.
- ▶ Authored User Interface Design Guide for the application.

UX Designer/Developer and Accessibility Specialist

August 1999 – June 2012

West Coast Creative Inc / Digital Accessibility Implementation Resources (D'AIR)

California, Oregon, Washington, Maryland

Note: This is my corporation used for non-standard projects and contracts.

Lead designer, developer and Subject Matter Expert for sites and promotions for government entities, businesses and non-profits. Please note that this is my own company and includes projects that were not on W2 or were not standard work week projects.

- ▶ Designed and created mobile reference sites for accessibility
 - ARIA properties, states and roles reference at ariahelp.org
 - Accessibility reference at a11yhelp.org
 - Accessibility reference at accessibilityresources.org
- ▶ Trained staff at CalPERS (State of California) on accessibility testing procedures.
 - Acted as Subject Matter Expert for accessibility testing and issues.
 - Created road map and check points for accessibility testing for web application using Section 508 standards.
 - Trained staff on identifying and reporting deficiencies.
- ▶ Created a prototype for Coalfire to track the client and auditor experience for an auditing tool for a governance and compliance firm. This prototype was designed primarily for use on a tablet device.
 - Captured requirements using documentation, training and interviews
 - Created interactive prototype using Axure prototyping tool.
- ▶ Worked with a team at Bioclinica to create an application to manage after-market clinical research for a pharmaceutical manufacturer. Responsible for the layout of the screens, look and feel, writing the CSS code, and applying the CSS to the ASPX files.
 - Created screens for the application using paper and Photoshop.
 - Authored CSS and Master Pages using SharePoint Designer and Visual Studio
- ▶ Worked with National Institute for Standards and Technology (NIST) to establish standards for accessibility in cloud computing.
 - Researched accessibility with mobile device and made recommendations for standards for mobile applications used by employees of the federal government.
- ▶ Acted as Subject Matter Expert for Get Well Network to evaluate their software for compliance with Section 508 Accessibility Standards. Performed comprehensive evaluation of client-facing and back-end interfaces for hospital-based program that manages patient communication, education and entertainment.

- Recommended remediations and approaches to the development team in order to improve the patient experience for those with various disabilities.
- ▶ Worked with Collabera as Subject Matter Expert and Accessibility Champion to create an Accessibility Audit for Microsoft's educational sites. After an initial evaluation, defined the steps necessary to provide an accurate, detailed report that listed violations, prioritized each violation, and suggested a remediation for each violation.
 - Created a database that mapped Microsoft's Accessibility Standards to WCAG 2.0 and Section 508 guidelines.
 - Created personas, scenarios and test cases, and mapped them to the standards.
 - Trained and educated overseas team on Accessibility issues and testing practices.
 - Defined test cases based on Microsoft Accessibility Standards (MAS 2.0).
 - Presented my efforts to executives and decision-makers, recommending a blend of automatic and manual testing.
 - Collabera won the contract based on my creation, design and presentation. I led the offshore (India) team in testing efforts.
- ▶ Developed identity, website and marketing materials for non-profit organization.
 - Created an online community with chat, blogging, forums, scholarly articles, and a donation gateway.
 - The site was used in an undergraduate course in Human Services for Cappella University.

508 Specialist <contract>

March– July 2012

Department of Veteran Affairs

Washington, DC (telecommute)

- ▶ Remedied violations of Section 508 Accessibility Guidelines in ASP.NET, DotNetNuke environment.
- ▶ Acted as Subject Matter Expert for accessibility issues.

UI Designer and Accessibility Specialist <contract>

December 2011 – March 2012

State of California Legislative Data Center

Sacramento, California

- ▶ Designed interface for Bill Analysis System application.
- ▶ Acted as Subject Matter Expert for accessibility testing and issues.
- ▶ Created road map and check points for accessibility testing for applications and websites using Section 508 standards.

Software Engineer - User Interface <contract>

November – December 2011

Hewlett Packard

Austin, Texas

- ▶ Designed logo, portal and interface for Digital China's Customer Support application.
- ▶ Participated in design sessions to determine the best way to present information, alerts, work flow and various options.
- ▶ Created high-fidelity screen comps of portal, data entry and read-only pages.
- ▶ Presented design to managers for review and revision.
- ▶ Collaborated on HTML and CSS development of front end code.

Software Engineer - User Interface <contract>

September 2011 - November, 2011

UTi

Portland, Oregon

- ▶ Met with Business Analysts and developers to determine requirements and technology needs
- ▶ Created, reviewed and validated wireframes.

User Interface Designer <contract>

May 2011 - September 2011

California Employment Development Division

Sacramento, California

- ▶ Developed screens for UIMOD (Unemployment Insurance Modernization) Project.
- ▶ Created and developed HTML interactive prototypes for presentation to client.
- ▶ Served as Subject Matter Expert for Section 508 Accessibility standards, presenting issues and remediations for compliance.

User Interface Developer <contract>

January-April 2011

Hewlett Packard

Boise, Idaho

- ▶ Worked on Atlas project for redesign of HP's shopping site.
- ▶ Created wireframe schematics and page details.

- ▶ Organized requirements and added them to Caliber RM.

Information Architect <contract>

November-December 2010

City of Portland Bureau of Technology Services

Portland, Oregon

- ▶ Reviewed site architecture, interviewed content owners to determine content areas and areas needing improvement.
- ▶ Made recommendations to improve usability, streamlining and structuring content and keeping content up to date.
- ▶ Recommended archiving/deleting outdated and irrelevant content and restructuring existing content.
- ▶ Served as subject matter expert regarding information architecture and usability.

Front End Web Developer <contract>

June-August 2010

Wisconsin Physician Services

Madison, Wisconsin

- ▶ Redesigned site and migrated content for the WPS Medicare site for J5 MAC Part A and J5 MAC Part B content areas.
- ▶ Created JavaScript for AMA license acceptance to show once every 23 hours on every page.
- ▶ Converted top menus to CSS-driven tabs with two-level dropdown navigation.
- ▶ Created code to highlight current page in top and left navigations using include files and CSS.
- ▶ Reworked the training section for better flow of information.
- ▶ Worked with stakeholders to add functionality and improvements recommended by Foresee's analysis.
- ▶ Served as subject matter expert regarding design and usability best practices.
- ▶ Trained staff to maintain and update site.

Web Developer 3 / Graphic Designer <contract>

September 2009 – June 2010

Microsoft

Redmond, Washington

- ▶ Designed interface for internal reports for MTPS error reporting site.
- ▶ Designed screen comps for subscription download site.
- ▶ Updated CSS for MSDN Library lightweight site.
- ▶ Created style guide for MSDN Library lightweight site.
- ▶ Designed PowerPoint slides for training presentation, resulting in a better graphical representation of the material.

User Interface Designer <contract>

April – November 2008

Farmers New World Life Insurance

Mercer Island, Washington

Lead designer for website for a new product. Collaborated with design, development and marketing teams to create a fresh new user interface that resulted in an accessible, visually appealing site where new agents can easily complete applications and track client information.

- ▶ Created graphics and code (html and css) for LifeNet, the agent intranet.
- ▶ Created wireframes, site maps and prototype to enhance the human factor experience.
- ▶ Reviewed ASP.NET and C# code with developers in Visual Studio's Team Foundation Server (TFS) for optimal markup and integration.
- ▶ Created media and ad banners and buttons.
- ▶ Designed graphics and code for agent promotions.
- ▶ Created and presented an interactive quiz for World Usability Day

Web Developer <contract>

April 2007 – April 2008

State of California ISAWS Project

Sacramento, California

Created a publicly accessible site conforming to State of California standards.

- ▶ Revised intranet site to reflect new state template.
- ▶ Converted user manuals to HTML format so that links worked consistently. Created an index for each manual for easy navigation and usability.
- ▶ Initiated review and redesign of secure login area to comply with stricter security standards.
- ▶ Validated site for W3C and Section 508 compliance.

<Education>

<i>Executive Master of Business Administration</i> <i>Quantic School of Business and Technology</i>	<i>February 2023</i> <i>Washington DC</i>
<i>Business Administration, Bachelor of Science</i> <i>University of Phoenix</i>	<i>2001</i> <i>Fairfield, California</i>
<i>Two Year Certificate</i> <i>Renovate School of Ministry</i>	<i>2018</i> <i>Tampa, Florida</i>
<i>Certified in Personas & Scenarios</i> <i>Udemy</i>	<i>2013</i> <i>Online</i>
<i>Certified Gamification Designer</i> <i>Udemy/Engagement Alliance</i>	<i>2013</i> <i>Online</i>
<i>Certified Usability Tester</i> <i>Ohio University</i>	<i>2011</i> <i>Online</i>
<i>Certified Accessibility Specialist</i> <i>Section508.gov</i>	<i>2008</i> <i>Online</i>
<i>Skillpath Training</i> <i>Completed courses in Web 2.0 Fundamentals, JavaScript Client-Side Scripting and Advanced XML.</i>	

- ▶ Member of International Association of Accessibility Professionals
- ▶ Member of Education & Outreach Working Group, W3C
- ▶ Member of Adobe Developer Connection
- ▶ Member of Interactive Design Association
- ▶ Member of Web Standards Group
- ▶ Certified in MS PowerPoint (Master), MS Word (Master), Fireworks, Interpersonal Communications (Master), Adobe Photoshop (Master), RDBMS Concepts, Web Development Concepts, CSS2, Business Writing and Web Design Concepts (Master) (transcript 2876924 at brainbench.com)
- ▶ Completed Lay Counseling Certification Program at The Life Center - 2003
- ▶ Completed Advanced Lay Counseling Certification Program at The Life Center – 2004

<Etcetera>

- ▶ I am a solutions provider. It is my practice to analyze a situation, gather information, and work with a team to decide upon and implement the best course of action.
- ▶ I am a skilled designer. My experience in design compels me to provide a solution that is aesthetically appealing.
- ▶ I am a perpetual learner, constantly improving my skills. I study, analyze, research and discuss the best approach to a situation before and during implementation.
- ▶ I am self-motivated and directed, organized and able to get projects "up and running."
- ▶ I am a competent instructor and resource person with classroom and individual training experience.
- ▶ I love a challenge and enjoy bringing order to chaos.