

Objective

Senior-level position as a **Web Accessibility Consultant** or **Web Accessibility Manager** who is responsible for auditing websites for compliance with WCAG 2.0 and Section 508 standards, recommending a comprehensive remediation and maintenance strategy, leading training sessions, authoring technical documentation, and improving accessibility-related processes.

Highlights

- Accessibility consulting, auditing, and training experience with Federal agencies, financial institutions, and higher education.
- Comprehensive knowledge of the W3C's Web Content Accessibility Guidelines (WCAG) 2.0 and Section 508 §1194.22.
- Hand-coding expertise for accessible, standards-compliant websites with clean, semantic, valid XHTML and CSS.
- Eight (8) years of career-related experience in freelance, industry, and academic environments.

Experience

Web Accessibility Consultant for Cargemini U.S. – Chicago, IL (remote)

March 2010 – Present

- Audited several credit card application websites for a large financial institution against WCAG 2.0 Level AA, critiqued a third-party accessibility consultancy's defect findings, and provided a comprehensive remediation strategy with code examples.
- Authored technical documentation, including web accessibility guidelines based on WCAG 2.0 Level AA, a web accessibility checklist for developers, and a web accessibility training manual targeted at developers and business partners.
- Created multiple pitch desks to make a business case for building an accessibility practice into existing consulting offerings.
- Utilized multiple browsers' tools for manual code reviews, JAWS for screen reader testing, and SortSite for automated testing.

Web Accessibility Consultant for Bank of America – Charlotte, NC (remote)

November 2008 – May 2010

- Reviewed web design schematics and production code for bankofamerica.com and Online Banking against standards based on WCAG 2.0 and Section 508 §1194.22.
- Worked remotely with a tight-knit team of web accessibility experts to review all in-scope Bank of America E-Commerce projects.
- Delivered technical training on web accessibility guidelines and coding techniques for developers and business partners.
- Functioned as the lead accessibility contact for concurrent deadline-sensitive projects using the Six Sigma methodology.
- Authored technical documentation and drove process improvement activities for web accessibility.
- Partnered with design agencies and developers to overcome Flash, JavaScript, and jQuery accessibility challenges.
- Utilized JAWS for screen reader testing, Quality Center for tracking defects, and SharePoint for tracking projects.
- Conducted code reviews using the Web Accessibility Toolbar in Internet Explorer, the built-in Developer Tools in Google Chrome, and the Firebug, Web Developer, and Firefox Accessibility extensions in Mozilla Firefox.

Instructor of Web Design and Interactive Media at the Art Institute of Charleston – Charleston, SC

March 2008 – December 2008

- Employed mentoring skills, subject matter expertise, and industry experience to teach undergraduate students the fundamentals of web design and development, including XHTML, CSS, web standards, accessibility, usability, and information architecture.
- Courses: IMD110 - Interactive Design Concepts, IMD200 - Information Architecture, and IMD220 - User-Centered Interface Design

Interactive Designer at Blackbaud – Charleston, SC

July 2007 – October 2008

- Reproduced layered Photoshop designs in hand-coded XHTML and CSS, incorporated the optimized code into Blackbaud NetCommunity, and utilized the web-based software to reconstruct the website design.
- Leveraged industry expertise to communicate prescriptive design solutions and deliverables directly to non-profit clients and 3rd party design agencies, while working closely with an interdisciplinary team of designers, consultants, and project managers.
- Conducted client-facing, user research exercises, including user group/task/persona creation and individual/group card sorting.

Co-presenter, Accessibility Idol: Season Finale! session at the 2007 Game Developers Conference – San Francisco, CA

March 2007

- Co-presented an accessible game design for quadriplegic players with Brenda Brathwaite.

Student Tutor and Graduate Student Leader at the Savannah College of Art and Design – Savannah, GA

September 2006 – June 2007

- Mentored Interactive Design and Game Development students in XHTML, CSS, Flash, and web accessibility.
- Added value to graduate program events as an ambassador, advocate, and resource for new students.

Web Accessibility Consultant for the Commonwealth of Virginia – Williamsburg, VA

June 2006 – November 2006

- Redesigned the Jamestown-Yorktown Foundation's website (<http://www.jamestown-yorktown.state.va.us>) to meet Section 508 and WCAG 1.0 Level A guidelines in addition to conforming to Virginia's Web Accessibility Template (<http://www.vadsa.org/watg>).
- Developed a fail-safe website maintenance solution using Macromedia Contribute and conducted on site training for non-technical staff to update the employment opportunities page while maintaining site-wide accessibility compliance long term.

Web Designer and Developer for NetSenses – Williamsburg, VA

June 2006 to August 2006

- Designed wireframes and Photoshop mockups, maintained client websites, and conducted on-site interviews with key stakeholders.

Web Developer at Sabre Technologies – Savannah, GA

August 2005 – May 2006

- Responsible for hand-coding websites in XHTML and CSS based on collaboratively designed Photoshop mockups.

Web Developer II at Xtria – Vienna, VA

January 2005 – April 2005

- Evaluated websites for web accessibility compliance and industry-standard best practices, conducted quality assurance testing, and trained the web development team to optimize front-end code for web accessibility compliance.

Web Design and Development Lead at George Mason University – Fairfax, VA

September 2004 – August 2005

- Maintained Mason Media Lab client websites and developed a software tracking database for internal use.

Technology Resources Coordinator at Pi Kappa Phi Fraternity – Charlotte, NC

June 2004 – August 2004

- Developed dynamic online event applications and content management tools for risk management analysis.

Web Accessibility Consultant at George Mason University – Fairfax, VA

April 2004 – February 2005

- Redesigned the Office of Equity and Diversity's website to meet Section 508 standards and university design templates.
- Trained the lead web developer to maintain the website's level of accessibility compliance long-term.
- Authored technical documentation, including a style guide and comprehensive code comments.

Television Website Coordinator at the washingtonpost.com – Arlington, VA

January 2004 – April 2004

- Constructed news-related web pages for a public affairs television series.

Web Producer at the American Red Cross Headquarters – Washington, DC

June 2003 – January 2004

- Assisted in the deployment of an enterprise-level intranet redesign.
- Produced an interactive e-learning tool on hurricane preparedness for redcross.org.
- Developed branded templates for chapters to conduct outreach to their communities.
- Supervised volunteer staff in the production of graphics for distribution to local field units.
- Designed editable web graphics to chart the progress of an ongoing major non-profit fundraising campaign.
- Contributed to the integration of Cumulus 5.5, a digital asset management system, by designing the server folder structure.
- Learned how a major non-profit leverages its resources to design, develop, and maintain a dynamic intranet and public website.
- Authored a listserv announce list for distribution of information about the rollout of a major enterprise technology initiative.
- Compressed digital video clips in Cleaner 5 and converted them into alternative formats.
- Created a uniform design for a series of standardized interoffice documents.
- Designed presentations for plasma screen message boards.

Student Mentor at George Mason University – Fairfax, VA

January 2003 – June 2005

- Monitored the web*STAR Web Development Lab on campus and tutored students in principles of web design and development.

Webmaster for the Zeta Epsilon Chapter of Pi Kappa Phi – Fairfax, VA

September 2002 – August 2004

- Designed, constructed, and maintained an accessibility standards-compliant online community for chapter members.

Freelance Web Designer and Developer – Williamsburg, VA and Fairfax, VA

September 2002 – Present

- Redesigned websites for improved web accessibility compliance and optimized information architecture.
- Designed website prototypes for a national non-profit and an online community dedicated to restaurant reviews.
- Developed interactive websites using Flash, embedded video, dynamic typography, and complex graphical visualizations.
- Clients include Integrative Chiropractic and Acupuncture (<http://www.integrativechiropractic.com>), Gerald Felix Chairmaker (<http://www.geraldfeelixchairmaker.com>), the Williamsburg Financial Group, and the Organizational Coaching and Learning Group.

Education

Savannah College of Art and Design

Expected 2010

- Master of Fine Arts in Interactive Design and Game Development

George Mason University

May 2004

- Bachelor of Arts in Integrative Studies – Internet and Multimedia
- Minor in Business

Affiliations

Member, Guide of Accessible Web Designers

2007 – present

Member, International Game Developers Association

2007 – present

Member, Pi Kappa Phi Fraternity

2001 – present