

Summary

Recently, I completed a Master of Fine Arts in Interactive Design and Game Development at the Savannah College of Art and Design. My thesis (<http://www.accessibilityfusion.com>) evaluated applying the user-centered design process to improve the accessibility of real-time strategy games for players with physical disabilities. In addition, I have eight years of career-related experience in web design and development, including six years as an accessibility consultant for clients such as Bank of America, the Commonwealth of Virginia, and George Mason University. Prior to consulting, I specialized in hand-coding accessible, standards-compliant websites with clean, semantic, valid XHTML and CSS. The back-to-back freelancing and internships early in my career in combination with a heavy focus on front-end development led to a high-level understanding of information architecture principles, such as building site maps, creating intuitive navigation, and optimizing page structure. As an Interactive Designer for Blackbaud, I conducted user research activities, such as card sorting and persona development, for non-profit clients. I also taught an undergraduate course on Information Architecture at the Art Institute of Charleston. I have a strong aptitude for structural visualization and very analytical and observational brain. I am currently employed as a User Experience Designer at Premier, Inc. in Charlotte, NC.

Experience

User Experience Designer for Premier, Inc. – Charlotte, NC

November 2010 – Present

- Drive user experience design processes in an agile environment with business and technical teams.
- Create deliverables, such as annotated wireframes, style guides, content decks, task flows, and accessibility guidelines.
- Contribute to user research activities, such as usability testing, card sorting, and internal stakeholder interviews.
- Advocate for user experience across the enterprise and provide web accessibility expertise in a consulting capacity.
- Establish consistent documentation standards, design patterns, and best practices.

Web Accessibility Consultant for Cargemini U.S. – Chicago, IL (3-month contract, remote)

March 2010 – July 2010

- Audited 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 decks 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 (18-month contract, 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 (part-time)

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 (full-time)

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 (part-time)

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 (freelance)

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/watq>).
- 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 (internship)

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 (part-time)

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 (full-time)

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 (part-time)

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 (internship)

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 (freelance)

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 (internship)

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 (internship)

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.
- Supervised volunteer staff in the production of graphics for distribution to local field units.

Student Mentor at George Mason University – Fairfax, VA (part-time)

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 (freelance)

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 (freelance)

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

August 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