

TODD V. LIEBSCH

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PROFESSIONAL PROFILE

Strategic Web Accessibility Professional for Enterprise Implementation & Compliance. Provide added value to projects and customers by managing cross-functional project teams to ensure that all members are delivering to established program timelines, corporate objectives, budgets, specifications, and quality. Characteristics include:

- Self-Starter
- Team Player
- Reliable
- Proactive
- Detail Orientated
- Organized
- Results driven
- Excellent Communication & Presentation Style

EMPLOYMENT

Deque Systems, Inc. – Herdon, VA

Sr. Accessibility Subject Matter Expert Trainer

10/2012 – PRESENT

- Conduct Accessibility compliance testing of web sites, software applications and documents using the WCAG 2.0 guidelines or Section 508 technical accessibility standards
- Provide technical assistance and remediation guidance to developers
- Interpret and apply the WCAG 2.0 guidelines or Section 508 technical standards to a wide variety of environments and applications to ensure compliance
- Document testing methodologies
- Write accessibility compliance reports which delineate an application's compliance with the appropriate set of technical standards
- Recommend potential solutions by evaluating new and emerging assistive technologies designed to increase accessibility in the network environment
- Tackle challenging, novel situations and work to make sure the Deque Accessibility team is able to respond to and leads in emergent accessibility topics.
- Review, develop and influence ongoing service methodologies focusing specifically on positioning, packaging and tailoring our solutions to the different customer types.
- Work with other SMEs, Sales, and Product teams to translate big picture concepts into concrete service offerings, service delivery controls and product features.
- Responsible for delivering accessibility training and seminars as needed.

Target Corp. - Minneapolis, MN

Sr. Operations Analyst – Accessibility

04/2008 – 10/2012

Responsibilities

- Develop improvement plans and implement process changes and new technology tools. This includes identifying critical steps in the process, determining resource needs, and establishing and monitoring project timing and action plans.
- Develop training to effectively support the results of the technology implementation

- Coordinate with subject matter experts within Marketing as needed to rollout and train recommended processes.
- Oversee the development of training manuals, training courses and tools for monitoring progress.
- Acted as primary point of contact for the client, providing proactive updates and escalated issues when necessary.
- Understand client and issuer needs/strategy to provide direction and recommendations.
- Participated in the development of overall program strategies, objectives and tactics.
- Assisted in planning both short and long term strategic objectives for the client.
- Participated in edits and proofing of content delivered to clients.
- Identified opportunities to implement process improvements and initiate action.

BI - Minneapolis, MN

Account Manager – Marketing

10/2005 – 02/2008

Accomplishments

- Received the President's Award in March 2007.

Responsibilities

- Managed large-scale issuer customizations and various projects.
- Ownership of process including: project initiation, development and implementation.
- Provided direction to multiple functional teams to ensure on-time delivery while maintaining client budget
- Created the consolidated project plan and communicated key milestones to all project stakeholders.
- Acted as primary point of contact for the client, providing proactive updates and escalated issues when necessary.
- Understand client and issuer needs/strategy to provide direction and recommendations.
- Participated in the development of overall program strategies, objectives and tactics.
- Assisted in planning both short and long term strategic objectives for the client.
- Participated in edits and proofing of content delivered to clients.
- Identified opportunities to implement process improvements and initiate action.

Operations Specialist – Technology Solutions Group

08/2004 – 10/2005

- Managed daily and ongoing administration and operation for recognition and incentive programs through various website applications.
- Tested and launched integrated websites for multi-user audiences.
- Executed functional technology test plans.
- Utilized strong communication, problem solving, research, and analytical skills.
- Documented process cycles for all program procedures to remain ISO compliant.

EDUCATION

Bachelor of Arts - Double Major: Marketing and Business Management

Lakeland College - Milwaukee, WI

COMPUTER SKILLS

Technically versed and creative problem solver with a working knowledge of Web Content Maintenance & Development. Strong proficiency with:

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|-------------------|---------------------|--------------------------|
| ■ MS Office Suite | ■ Adobe Acrobat | ■ JIRA |
| ■ MS Front Page | ■ Adobe Photoshop | ■ Screen Reader Software |
| ■ MS Publisher | ■ Adobe Photoshop | ■ Compliance Sheriff |
| ■ MS Visio | ■ Crystal Reporting | ■ Deque Worldspace |
| ■ MS Project | ■ Quality Center | ■ Deque FireEyes |