

Experienced Certified Web Accessibility Professional for Enterprise Implementation & Compliance and Risk Management. Provide added value to projects and customers by collaborating with and managing cross-functional project teams to ensure that all members are delivering to established program timelines, corporate objectives, budgets, specifications, and quality.

Areas of Expertise include:

- Strategic Planning and Analysis
- Full-Cycle Project Management
- Staff Training and Development
- Team Building and Leadership
- Process Analysis/Improvements
- Detail Oriented Self-Starter
- Accessibility Thought Leader
- Effective Verbal/Written Communicator
- Dynamic Presenter

Professional Experience

DEQUE SYSTEMS, INC. • Stanley, WI • 2012-PRESENT

Sr. Program Director & Subject Matter Expert

Lead a team of Sr. Level and Associate Subject Matter Experts and clients through a process of change management to adopt WCAG 2.0 holistically throughout enterprise organizations. Conducted and Implemented Accessibility compliance testing of web sites, native applications, software applications and documents using the WCAG 2.0/2.1 guidelines, Section 508, CVAA, and ACAA to grow 'Web Accessibility Programs' within client organizations and instituted VPATs as necessary. Assessed existing client procedures, methods, and protocols to learn about their practices and needs. Oversaw projects inclusive of staffing plans and budget, to maintain communicated schedules. Educated and assisted customers through video conferences and in-person workshops. Served as program manager and primary expert for 14 individual lines of business to form and maintain relationships allowing customers to realize complete potential of program goals. Liaised with sales and product leadership to guarantee customer success and meet business objectives.

Key Accomplishments:

- Deque Core Value Award Winner – 'Deliver What You Promise' | 2014
- Build empathy across legal leaders, business stakeholders, developers, designers, and project management teams to successfully drive an inclusive culture organizationally; thereby bettering the customer experience.
- Partnered with cross functional teams to develop systems that are not only compliant, but impactful for customers and their communities
- Coached client teams on reviewing designs to translate them into accessibility acceptance criteria and performed automated and manual Quality Assurance of development work.

TARGET CORP. • Minneapolis, MN • 2008-2012

Sr. Operations Analyst - Accessibility

Introduced developed and drove adoption of TOATG (Target's Online Assistive Technology Guidelines) throughout the organization, starting with Target.com, and bringing Title I into the corporate culture as well. Coordinated 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. Understand client and issuer needs/strategy to provide direction and recommendations. Developed training to effectively support the results of the technology implementation. Assisted in planning both short- and long-term strategic objectives for the organization. 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. Was the primary point of contact for the legal team, providing proactive updates and escalated issues when necessary to achieve emergence from litigation.

Key Accomplishments:

- Directors Award for Leadership and Innovation, 2012.
- Led achievement of NFB-NVA Gold Level Certification, 2010 and 2011 while implementing a brand new Target.com that was more accessible at launch.
- Cultivated the building of the 'Ability Awareness' Employee Network.

PRIDEFEST MILWAUKEE. • Milwaukee, WI • 2002-2009

Accessibility Director / Operations Board Member

Facilitated onsite accessibility for all disabilities, ranging from Deaf/Hard of Hearing, Blind, Mobility/Ambulatory, and Cognitive impairments to ensure a festival was as diverse in its offerings to attendee as the entire event it sought to achieve. Responsible for hiring and installing ASL interpreters on stages throughout the grounds, in accordance with the Americans with Disabilities Act of 1990, often times implemented with best practices in mind. Worked to ensure that braille schedules were available and updated to match festival activities. Began to implement an accessible website with then known current technology., which I co-created and inspired to ensure that festival attendees with motor skill or ambulatory issues were cared for in need.

Key Accomplishments:

- Co-creator of Courtesy Vest Program at Milwaukee World Festival Inc. (a.k.a Summerfest), which began under my role as Accessibility Director leadership on Pridefest, Inc.
- Wisconsin Rainbow Alliance of the Deaf (WISCRAD) Community Advocate Award, 2007

Prior experience as *Account Manager* (2004-2008) for BI, Edina MN

Education & Training

Bachelor of Arts in Business Management

LAKELAND COLLEGE | Milwaukee, WI

Agile Implementation Methodologies, 2018-2020

Life Cycle of Change Management (MOC), 2019

Crucial Conversations Training for People Management, 2019

IAAP, Certified Professional in Web Accessibility (CPWA), 2018

IAAP, Web Accessibility Specialist (WAS), 2018

IAAP, Certified Professional Accessibility Core Competencies (CPACC), 2016

Myers Briggs Type Indicator (MBTI) Training and Assessments, 2014

Technical Skills

Web Content Maintenance and Development, HTML, CSS, JavaScript, JAWS, NVDA, Voiceover, Dragon NaturallySpeaking, Narrator, Confluence, Slack, Acrobat, JIRA, Quality Center, AMP, axe Core Product Suite, eSSENTIAL Accessibility Platform, Audio and Video Captioning, Microsoft Office Suite 365, SharePoint, G-Suite, W3C Accessibility Guidelines, Section 508, ACAA, Peoplesoft, SAP