

**I reshape content to benefit real people.** There is often a chasm between what we intend to present and the content we actually present, as we have difficulty designing for experiences and knowledge bases other than our own. I can help you clarify your focus and distill your messaging, then teach you to present that cleaner content in accessible ways.

**Context is everything:** How, where, and upon what device the content will be absorbed should inform every moment of that content's creation. Instead of being overwhelmed by the elusiveness of 100% accessibility, I teach others to use data to triage accessibility and user experience issues and begin with fixes that benefit the most people.

**Mindset fuels motivation:** When we fear the enormity of accessibility compliance and designing for all users, we develop habits of avoidance. When we choose to learn and perfect small skills that layer upon each other over time, each victory then fuels the next area of research and application. We can do this!

## RECENT EXPERIENCE

### Digital Accessibility Compliance Coordinator, Division of Information Technology

Kent State University | February 2020 - present | Kent, Ohio

- Coordinate systematic, enterprise-level accessibility improvement of Kent State's entire digital footprint: webpages, marketing, educational materials, software, applications, portals.
- Created the Equal Access Cooperative: campus departments partnering with the Digital Accessibility team on initiatives that focus on more equal access to the entire Kent State experience for all students and staff.
- Launched the Equal Access Academy, a semesterly carousel of trainings on accessibility awareness and digital accessibility practices. Over 530 attendees Spring 2022, our first semester.
- Created and published "Inside Equal Access", a monthly newsletter celebrating accessibility efforts in our Kent State family and broader culture. 5000+ readers per edition, 64% open rate with students.

### Area Coordinator, Residence Services

Kent State University | 2017 - January 2020 | Kent, Ohio

- **User Experience Design:** Created digital forms, web apps and workflows to reflect changing departmental processes; Revised on-campus package delivery process to conform to lean standards; managed resulting changes.
- **Business Analysis:** Collaborated with divisional directors to deliver the best possible student care; Oversaw administrative needs of 1500+ residential students; Managed hiring, training, schedules and workflows for 25+ student staff.
- **Instructional Design:** Created and maintained all training materials, including online training module on customer care for 285 student staff; Mastered and taught all internal apps and programs for departmental use.

### Systems Designer & Business Analyst

United Community School | 2014 - 2016 | Charlotte, North Carolina

- Partnered with principal and entrepreneur to open charter elementary school
- Created data management tool for protected student information and trained staff in its use
- Coordinated compliance of all financial, enrollment, and state/federal reporting
- Designed and maintained web page, print and online media
- Designed interior renovation of school building and wrote successful grant for \$100,000 of playground equipment
- Provided IT implementation and support

## ACADEMICS & CERTIFICATION

### International Association of Accessibility Professionals (IAAP)

Certified Professional in Accessibility Core Competencies (CPACC), In progress, Completion July 2022

### Kent State University

Master's of Science in User Experience Design, 2019, 3.9 GPA

### Indiana University

Bachelor of Arts in Piano Performance, 1998, Magna Cum Laude

## A FEW OF MY FAVORITE THINGS

