

Erissa Duvall

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<https://github.com/CorgiDev> | <https://corgidev.com/resume.html>

Skills & Abilities

- **Languages:** HTML, CSS, JavaScript
- **Operating Systems:** Windows Server, Windows, MacOS, Android, and iOS
- **Assistive Technologies:** Screen readers (Narrator, JAWS, NVDA, Talkback, and Voiceover), Dragon Naturally Speaking, Refreshable Braille Displays, Braille embossers, MacOS/Windows/iOS/Android built-in Magnification, ZoomText, Voice Assistants (Siri, Google Assistant, Windows Voice Access)
- **Other Technical Skills:** Accessibility testing, GitHub Actions, Azure DevOps, Group Policy, Active Directory, Exchange 2010/ Online, Azure, Google Firebase, Azure Security, Azure SQL Server/Databases
- **Non-Technical Skills:** Training coordination, technical documentation, public speaking

Education

WESTERN KENTUCKY UNIVERSITY

Bachelor of Arts | May 2012

- **Major:** Sociology
- **Minor:** Criminology
- Studied abroad at Kansai Gaidai in Hirakata-shi, Osaka, Japan for the Fall 2010 semester.
- Member of the National Sociological Honor Society, Alpha Kappa Delta.

CODE LOUISVILLE

- Code Louisville is a non-profit, software/web development focused, job training program.
- Courses involved completing a project for the course, attending tech/networking events, and completing coursework/tests to prepare for various careers.
- I completed the following sessions:
 - **Front-End Web Development** – August 2017
 - **C# / .Net Development** – March 2018
 - **Full-Stack JavaScript** – August 2018
 - **JavaScript and React** – November 2018
 - **Python** – July 2020

Experience

ONWARD SEARCH

Accessibility Engineer (Contract) – CVS Health | August 2022 to present

- Worked with IT to improve the software request process for Reasonable Accommodation / Assistive Technology related request to decrease the SLA from 3 months to 3-4 weeks.
- Worked with Human Resources, Reasonable Accommodations (RA), and Digital Accessibility to improve the overall accommodation request process.
- Work with development teams to identify Accessibility issues and provide recommendations for remediating them.

- Use a variety of assistive technologies and tools to perform Accessibility audits, including Axe DevTools, PDF Accessibility Checker (PAC), browser built-in developer tools, bookmarklets, ANDI (from the Social Security Administration), Color Contrast Analyzer by TPGi, JAWS, NVDA, and more.
- Work with design teams to provide Accessibility feedback and recommendations in line with CVS Health and Aetna design patterns.

GOODMAPS

Quality Analyst | January 2022 to January 2024

- Provide accessibility auditing and design feedback.
- Responsible for manually testing the applications to identify bugs and ensure no regression occurs.
- Built out a QA dashboard for tracking QA metrics from month to month.
- Built out multiple sites within company SharePoint for various departments, including my own.
- Built out a test plan to ensure various forms of testing are performed more consistently and simplify the onboarding of new QAs.
- Transitioned from full-time to part-time to assist a few hours a month when I moved to CVS.

CLOUDFIT SOFTWARE

Site Reliability Engineer | June 2018 to December 2021

- Originally Composable Systems LLC, which merged with CloudFit Software August 2018 and took on the CloudFit name.
- Supported the Microsoft Fast Track Orchestration Portal (FTOP) team.
 - Set up new branch policies in Azure DevOps to ensure more consistent and secure merging of pull requests prior to deployment to staging.
 - Documented previously undocumented regression testing procedures.
 - Helped to improve Onboarding procedures and documentation.
 - Built an Azure Runbook with PowerShell to check for expiring Key Vault Assets, send E-Mail notification on said assets, and create corresponding work items in Azure DevOps as needed.
- Assisted Farm Credit Mid-America in a QA role from January to November 2019.
- Proud part of the CloudFit Software Federal division as a SRE with Secret Clearance.
- Presented to the company twice on Accessibility best practices and general knowledge.
- Shared a set of documentation I had created for personal use that described methods to create Accessible versions of various document types.
- This document, and my presentation, can be viewed in my [A11y-Materials](#) GitHub repository.

AMERICAN PRINTING HOUSE FOR THE BLIND

Computer Support Specialist | April 2015 – June 2018

- Learned about common issues with Accessibility, and ways to improve it in development, tech support, and general communication.
- Assisted with reasonable accommodation requests related to technology, including working with HR to develop accessible hiring assessments based on applicant need.
- Continually reformatted departmental technical documentation to improve consistency and clarity. I've also better documented various processes that were previously undocumented and did a complete redo of the Network Administrator handbook.
- Administered an on-prem SharePoint and assisted with HTML/CSS edits where needed to improve Accessibility.

- Provided Accessible training related to Office 2016, Office 365, SharePoint, and Cannon printers.
- Provided desktop support in an office and factory environment, which included supporting a variety of assistive technologies, including Refreshable Braille displays, Braille embossers, screen readers (NVDA/JAWS), ZoomText, Dragon Naturally Speaking, and more.

CHARTER COMMUNICATIONS

Rep I – Internet/Phone Repair | January 2015 – April 2015

- Improved my knowledge of network infrastructure and VOIP phone systems.
- Utilized the Avaya soft/hard phone to process calls.
- Processed account payments and helped to troubleshoot telephone and internet service issues for clients.

WESTERN KENTUCKY UNIVERSITY

Library Technology Assistant | October 2012 – January 2015

- Volunteered during Master Plan week in 2013 to assist with move in parking. Used it as an opportunity to help students with their IT needs and serve as a positive first point of contact for new students and their parents.
- Joined the Library Statistics Work Group in 2013 to work closer with the various library departments to streamline their statistics and improve how we gathered them.
- Redesigned numerous online forms used to gather Library Statistics. This involved the use of a WYSIWYG editor and some HTML and JavaScript edits.
- Redesigned Excel reports used to display statistics gathered from the forms.

Student Lab Consultant | January 2010 – October 2012

- Primary responsibilities included monitoring of the computer labs and assisting the patrons visiting.
- Consistently sought out new responsibilities to learn and grow, which resulted in my supervisor recommending me for the Library Technology Assistant position when it became available.

Additional Professional Experience

VOLUNTEER EXPERIENCE

Code Louisville

Web Development / QA Mentor | May 2020 to Present

- Meet weekly during class sessions via Google Meet to cover course materials and provide additional guidance and assistance to students in collaboration with fellow mentors.
- Aid outside of weekly meet ups as available in Slack and Google Meet.
- Started providing a presentation to all Web Development courses, in addition to the night I mentor, on Web Accessibility.

Steering Committee Member | May 2020 to Present

- Successfully pushed for the inclusion of additional Accessibility content in all course tracks.
- Provide recommendations on how we can help students with disabilities succeed.

Google

Accessibility Trusted Tester | August 2022 to Present

- Participate in user research to provide Accessibility focused feedback on upcoming Google products and feature updates.

- Receive occasional compensation in the form of gift cards or products to test.

Women Techmakers Ambassador | July 2023 to Present

- Participate in a worldwide community of tech leaders who are passionate about empowering their communities through organizing events, public speaking, creating content, and mentoring.

SPEAKING ENGAGEMENTS

Any presentation listed below can be viewed in my [A11y-Materials](#) GitHub repository.

Accessibility Testing with Screen Readers & More

- We'll be delving into exactly how we use screen readers and various other tools to perform accessibility testing.
- Presented at:
 - [Louisville .Net Meetup Group](#) – Louisville, KY, USA
 - Upcoming March 2024

Neurodiversity & Networking: Breaking the Awkward Silence

- Discussing how everyone is Neurodiverse, which greatly impacts how we network. We'll delve into how that impacts networking, how to handle the struggles you may face, and how people can find the ways that work best for them.
- Presented at:
 - Code Louisville Office Hours – Virtual
 - Upcoming April 2024

From Keyboards to Dice: Accessibility in All Gaming Experiences

- A fun discussion about my favorite hobby, gaming. Sharing how Accessibility impacts games whether it be board games, card games, table top, or video games. We'll also delve into resources to help people make games more accessible or find games that are already accessible.
- Presented at:
 - OMG!Con – Owensboro, KY, USA
 - Upcoming June 2024

Increasing Potential through Reasonable Accommodations

- Discussing Reasonable Accommodations with a heavy focus on the Human Resources side of it because it will be presented at a Human Resources focused conference.
- More focus will be put on the benefits to the organization, how to make the Reasonable Accommodation process more efficient, and stomping out myths people may have heard.
- Presented at:
 - OMG!Con – Owensboro, KY, USA
 - Upcoming June 2024

Accessibility Testing 101

- Presentation introducing attendees to basic concepts, tools, and methods to help with planning out how to include Accessibility in your testing and development processes.
- Presented at:
 - [Louisville .Net Meetup Group](#) – Louisville, KY, USA
 - May 2023
 - [Cincy Deliver](#) – Manor, OH
 - July 2023
 - [Momentum Developer Conference](#) – Cincinnati, OH, USA
 - October 2023
 - [Tech Bash](#) – Pocono Manor, PA, USA
 - November 2023

- [Code Louisville](#) – Monday Night Guest Speaker – Virtual
 - December 2023
- [London NDC](#) – London, UK
 - January 2024
 - Making alterations to focus on international regulations.

Accessible Support and Technology

- Presented at:
 - [Louisville .Net Meetup Group](#) – Louisville, KY, USA
 - September 2017
 - [Dog Food Con](#) – Columbus, OH, USA
 - October 2017
 - [Code PaLOUsa](#) – Louisville, KY, USA
 - March 2018
- Sought to help people be more aware of how important accessibility is, teach ways they can keep accessibility in mind wherever they go, and make the entire subject a little less overwhelming.
- Based off my personal experiences in academia and working at the American Printing House for the Blind in Louisville, KY.

Introduction to Accessibility

- This is an updated version of my previous talk with new categories added and additional details not previously included.
- Presented at:
 - [Louisville Tech Foundations Meetup](#) – Louisville, KY, USA
 - May 2019
 - [Code PaLOUsa](#) – Louisville, KY, USA
 - August 2019
 - August 2021 – Virtual instead of in-person
 - [CloudFit Software](#) – Microsoft Teams
 - July 2020
 - [CodeMash](#) – Sandusky, OH, USA
 - January 2023
 - [Tech Bash](#) – Pocono Manor, PA
 - November 2023
 - [Granite State Code Camp](#) – Virtual
 - December 2023
- This talk is typically a general overview of the general idea of what Accessibility is, its importance, the value it has for everyone, and ways anyone can work towards improving it everywhere.

Networking for Personal and Professional Growth

- This was my first time doing a talk on this topic.
- Presented at:
 - [Louisville Tech Ladies Meetup](#) – Louisville, KY
 - December 2019
- The talk was a general overview of the benefits of Networking both on a professional and personal level, but with focus on 2 points:
 - Personal and Professional networking are not always mutually exclusive.
 - Navigating barriers to networking that a person with PTSD, anxiety, or other accessibility concerns may face.

POUR one out for A11y

- A discussion of the 4 core principles of the Web Content Accessibility Guidelines (WCAG), also known as the POUR principles.
- Presented at:

- [Louisville Dot Net Meetup](#) – Louisville, KY
 - September 2021
- [Code PaLOUsa](#) – Louisville, KY
 - August 2022
- [CodeMash](#) – Sandusky, OH
 - January 2023

Reasonable Accommodations in the Workplace

- Discussing reasonable accommodations (RA) in the workplace from the position of a requestor and of a professional assisting with such requests.
- Draws on personal experience being on both ends of the process.
- Presented at:
 - [CodeMash](#) – Sandusky, OH
 - January 2024

BADGES AND CERTIFICATES

Accessibility in Action Badge

- **Issued by:** Microsoft Accessibility
- **Issued on:** April 27th, 2020
- Verify on Credly using the following url:
 - https://www.credly.com/badges/9ec7ba1a-3b7d-4c35-9ca7-399b9ed8430d/public_url
- This is a Microsoft internal badge that I was able to obtain while working as a Microsoft vendor.

Trusted Tester Certification

- **Issued by:** Department of Homeland Security Office of Accessible Systems and Technology (DHS OAST)
- **Issued on:** July 8th, 2020
- **Trusted Tester Certification Number:** TT-2007-01048
- Also completed some of the coursework on Section 508 oriented Project Management, Accessible software/hardware procurement, and document (i.e., PDF, Document, Spreadsheet, Presentation) creation based on the Accessible Electronic Documents Community of Practice (AED COP).

Diversity, Equity, and Inclusion in the Workplace Certificate

- **Issued by:** USF Office of Corporate Training and Professional Education
- **Issued on:** May 05, 2021
- Verify on Credly using the following url:
 - https://www.credly.com/badges/ef38c2a7-0c37-4886-8de9-f47179921472/public_url

Inclusive and Ethical Leadership Certificate

- **Issued by:** USF Office of Corporate Training and Professional Education
- **Issued on:** November 15, 2021
- Verify on Credly using the following url:
 - https://www.credly.com/badges/7f12680f-5e10-444a-b53c-cf7ec78a7f89/public_url

WAI0.1x: Introduction to Web Accessibility

- **Issued by:** [W3Cx](#)
- **Issued on:** January 03, 2022
- Verify on edX using the following url:
 - <https://courses.edx.org/certificates/5342766b508b4fdcab229c54cad28b46>