BOUTROS ABICHEDID

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TECHNICAL MANAGER | SENIOR DIGITAL ACCESSIBILITY TECHNICAL LEAD

Driving Accessibility, Technical Excellence, and Team Optimization:

Results-driven **Technical Lead and People Manager** with **17+ years of experience** in **web accessibility, development, and digital strategy**, combined with a proven track record of **leading high-performing teams**. Adept at optimizing **technical operations, resource management, and accessibility compliance** to enhance usability, efficiency, and cost-effectiveness. A **strategic problem-solver and mentor**, dedicated to embedding accessibility in development workflows while fostering **engaged, high-performing teams**.

Key Achievements:
- **Led and optimized** a **24-member** onshore and offshore team, improving efficiency while reducing costs.
- **Enterprise-level accessibility expert** with **deep knowledge of WCAG, Section 508, WAI-ARIA**, and **112 certified courses** in accessibility, design, and development.
- **Developed and enforced accessibility standards**, integrating compliance into **development workflows and procurement processes**.
- **Mitigated offshore consultant attrition**, leading to **significant cost savings**.
- **Recognized leader** for transparent leadership, mentorship, and strong advocacy for technical excellence and accessibility.

Core Expertise:
- **Technical Leadership** and **Team Development**
- **Web & Document Accessibility** (WCAG, Section 508, CVAA)
- **Operational Efficiency** and **Cost Optimization**
- **UX/UI, Usability** and **Performance Optimization**
- **Accessibility Compliance** and **Integration**
- **Drupal, WordPress,** and **Shopify** Platforms

PROFESSIONAL EXPERIENCE

UXDesign Accessibility Associate Director
U.S. Bank, Minneapolis, MN   2021 – 2023

Served as Technical Manager for the team and Associate Director for the department, leading accessibility initiatives, enforcing standards, and developing strategies. Spearheaded training programs, collaborated cross-functionally to integrate accessibility into development workflows, and drove governance and policy development.

- Led a large team of UX Design Accessibility Consultants in an agile environment.
- Managed the day-to-day execution of accessibility initiatives across multiple product teams.
- Served as the primary point of contact and subject matter expert (SME) for cross-functional partners and business lines.
- Delivered human-centered, accessible solutions for diverse customer-facing products, enhancing U.S. Bank's reputation as a preferred financial institution.

Accessibility Lead
LSAC, Newtown, PA   2019 - 2020

- Led LSAC's digital accessibility initiatives, establishing policies, guidelines, and procedures from the ground up.
- Managed and coached team members, providing leadership in accessibility standards.
- Developed LSAC's **digital accessibility policy** in coordination with Legal.
- Conducted **accessibility audits** for key projects, including Digital LSAT & LSAC University.
- Secured budget approval for the accessibility department for the 2021 fiscal year.
- Created company-wide **accessibility policies, guidelines, and training programs** (MS Word, PDF, Web).
- Served as the **go-to accessibility resource**, advising departments on compliance and best practices.
- Consulted with external vendors on accessibility matters and procurement standards.
- Developed and implemented LSAC's **Accessibility Vision & Action Plan**, fostering a culture of awareness.

- Built an **accessibility reference portal** and wrote three **custom accessibility checklists** (PDF, Word, Web).
- Integrated **Siteimprove Governance Tool** for continuous website monitoring and reporting.
- Created LSAC's **custom Voluntary Product Accessibility Template (VPAT)** for WCAG 2.1 AA compliance.
- Led document remediation efforts, converting thousands of MS Office and PDF files for accessibility.
- Established the **Accessibility Integration & Review Process** for digital content and procurement.

Technical Lead | Drupal Solutions Architect
IT Trailblazers, North Brunswick, NJ   2018 - 2019

- Provided **enterprise-level Drupal solutions and architecture** for high-impact projects.
- Led **in-house and offshore teams**, ensuring high-quality deliverables and client satisfaction.
- Conducted **technical and non-technical discussions** with clients, assisting sales and project management in securing new projects.
- Authored **company-wide documentation** on web standards, including accessibility, QA, SEO, and best performance practices.
- Established and integrated **web development standards and processes** into workflows.
- Managed an **agile development team**, overseeing technical decisions and priorities.
- Led an **offshore QA team**, improving and standardizing web quality deliverables.
- Audited websites for **accessibility, SEO, and performance violations**, providing solutions.
- Developed and presented **technical proposals and business value presentations** to executives.
- Estimated **technical effort costs** for project delivery.
- Conducted interviews for **Drupal and QA positions** and mentored junior developers and interns.

Senior Web Developer
Campbell Soup Company, Camden, NJ   2016 – 2018

Web Development & Management
- Managed **40+ public-facing WordPress websites** and APIs, supporting corporate and brand marketing initiatives.
- Developed and maintained **front-end components and back-end RESTful services** for WordPress sites.
- Led **technical projects** for WordPress and accessibility during the initiation stage of digital projects.
- Standardized **web development workflows**, including JIRA and Bitbucket processes.
- Managed **third-party providers**, ensuring adherence to company web development standards.
- Conducted **code reviews**, enforcing coding standards and improving web deliverables.
- Led a team of developers, providing **mentorship, task prioritization, and technical direction**.
- Integrated **Elasticsearch** for improved site search functionality and **Google Structured Data** for SEO.
- Automated **image optimization**, significantly improving page load times.

Accessibility & Quality Assurance (QA)
- Developed and enforced **company-wide accessibility guidelines** aligned with WCAG 2.0 AA.
- Integrated **Siteimprove web governance tool**, enhancing user experience and accessibility compliance.
- Conducted **accessibility and QA audits**, automating violation detection and remediation.
- Provided **accessibility training** for employees and vendors to ensure inclusive web practices.

Technical Standards & Process Improvement
- Authored **technical documentation** covering accessibility, image optimization, PHP CodeSniffer, and WordPress coding standards.
- Established **code review processes**, improving maintainability, readability, and efficiency.
- Standardized **project and issue tracking with JIRA**, enhancing development speed and support efficiency.

Code Development & Workflow Optimization
- **Developed custom WordPress plugins and themes**, enhancing functionality and performance.
- **Standardized development workflow** using JIRA and Bitbucket, training vendors and contractors for efficiency.
- **Implemented code review processes**, improving quality, readability, and maintainability.
- **Streamlined project and issue tracking** by enforcing JIRA use, increasing efficiency and support effectiveness.

IT Application/Web Developer
Rutgers University, New Brunswick, NJ   2016

- Managed a **multi-site Drupal platform** with **60+ websites** for the Office of Creative Services.
- Provided **technical support and collaboration** across teams, including staff and project managers.
- Resolved **technical issues** and implemented **new features** through the web support ticketing system.

Web Developer & Web Designer
Princeton University, Princeton, NJ   2013 –2015

Web developer and web designer for the Princeton Neuroscience Institute and the Lewis-Sigler Institute. Focused on delivering robust, clean, efficient, accessible and maintainable solutions. I took full ownership of both departments' online presence: gathering requirements, design, development, content creation, deployment and maintenance.

- Enhanced the 2 departments' online brand nationally by building prospective student awareness and increasing alumni engagement.
- Designed and developed the Drupal based PNI fully responsive websites (public and internal) and the fully responsive PNI Full Screen Image Slider. Variation of slider is also used as a Full Screen Saver at the main lobby of PNI building.
- Designed and developed the Drupal based, fully responsive Lewis-Sigler Institute website.
- Designed and developed Drupal based, fully responsive QCB Graduate, QCB Certificate and Integrated Science websites.
- Designed and developed the fully responsive Tank Lab Website.
- Trained the staff on managing the Drupal platform, thus improving efficiency and productivity.

Website Developer & Designer (Contract | Freelance)
CMA, Princeton Junction, NJ   2013

- Developed **interactive digital products**, enhancing user engagement and functionality.
- Performed **website maintenance, enhancements, and custom coding** to improve performance and usability.

Chief Developer and Co-Founder
Blue Olive Online, Clarks Summit, PA   2010 – 2012

- Led **end-to-end web development**, from **front-end design** to **back-end programming**.
- Created **elegant, user-friendly, and accessible websites**, ensuring a seamless user experience.
- Developed **efficient, semantic, and robust code** for optimized performance and maintainability.

Technical Writer & Educator
Boutros AbiChedid Blog   2010 – 2016

- Authored/co-authored **175+ tutorials** on **WordPress, Drupal, and web development**, educating developers.
- Shared custom **WordPress code snippets**, enabling developers to freely integrate them into their websites.
- Focused on **accessible, maintainable, and high-quality code** to promote best practices in web development.

Chief Developer and Founder
BAC Software Consulting, Beverly, MA   2008 - 2009

- **Owned all aspects of web development**, including **requirements gathering**, design, coding, and deployment.
- Focused on **accessibility**, **SEO**, **performance optimization**, and **QA testing** to ensure high-quality deliverables.
- Managed **content edits**, ongoing **maintenance**, and ensured long-term website performance.

Web Developer for LED Systems
Osram Sylvania, Danvers, MA   2007 – 2008

- **Designed and developed** the **Osram Sylvania LED Signage Calculator** web application.
- Utilized **JavaScript** to calculate the quantity of LED products and power supplies required for signage.

Control Systems Software Engineer
VSEA, Gloucester, MA   1997 - 2001

- Developed software for **VIISta 810 and VIISta 3000 Ion Implanters**, with expertise in **C++** and the **Varian Control System (VCS)** proprietary software.
- Authored **test procedures and documentation** for various Ion Implanter systems (e.g., facilities, magnet calibration, vacuum systems, and interlock monitors).
- Designed and developed both **text-based and graphical user interfaces (GUIs)** for Ion Implanter components.
- **Installed and troubleshot VCS software**, providing training for others on its use.
- Collaborated closely with **cross-functional teams**, including technicians, engineers, and other software developers.

CERTIFICATIONS & PROFESSIONAL DEVELOPMENT

Accessibility & Document Accessibility
- **Deque University**: 29 certified courses in **document & web accessibility**
- **WebAIM**: Accessibility Certificate in **Accessible Documents: Word, PowerPoint & Acrobat** (April 2020)

Web Design, Development & UX
- **Lynda.com**: 53 certified courses in **web design, development, and UX**
- **eClasses.org**: 29 certified courses in **web design & development** (3–8 weeks each class)

Specialized Curriculum Certificates
- **Deque University** (May 2020):
    - IAAP **WAS Certification** Preparation
    - **Accessibility Program Management**
    - **Native Mobile Apps Accessibility**
    - IAAP **CPACC Certification** Preparation
- **eClasses.org**:
    - Web Business (2011)
    - Web Graphics & Multimedia (2010)
    - Web Programming (2008)
    - Web Technologies (2008)

EDUCATION

- **M.S. Electrical Engineering (MSEE)** – University of Alabama at Birmingham
    - **Thesis:** Experiment Design for Modeling and Control Strategies of E. Coli Fermentation Process (1996, 125 pages)
- **M.S. Health Physics (MSHP)** – Georgia Institute of Technology
- **B.S. Electrical Engineering (BEE)** – Georgia Institute of Technology

TECHNICAL SKILLS

Web Accessibility:	WCAG 2.1, WAI-ARIA 1.1, Section 508, UAAG 2.0, ATAG 1.0, CVAA
Document Accessibility:	Adobe Acrobat, MS Word, MS PowerPoint, MS Excel
Screen Readers:	JAWS, NVDA, Narrator, VoiceOver
CMS Platforms:	Drupal, WordPress, Shopify
Web Frameworks:	jQuery, jQuery Mobile, Bootstrap, AngularJS
Scripting Languages:	PHP, JavaScript, ColdFusion
Markup & Styling:	HTML5, CSS, Less, Sass
Databases:	MySQL, Microsoft Access
Programming Languages:	C, C++
Graphics & Code Applications:	Visual Studio Code, Net Beans, PhpStorm, Dreamweaver, Photoshop
Query Language:	SQL
Data Interchange Formats:	JSON, XML
Cloud Computing Platform:	Amazon Web Services (AWS)
Workflow Management Tools:	Gulp, Grunt
Automation:	Jenkins
Version Control:	Bitbucket, Github
Methodologies:	Agile
Design:	UX/UI, Mobile-First, Responsive Web Design, Adaptive Web Design