

Boutros AbiChedid

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SENIOR DIGITAL ACCESSIBILITY TECHNICAL LEAD Enhancing Online Quality & Visibility | Collaborative, Impactful Communicator

Seasoned **Web and Document Accessibility Subject Matter Expert** with **17 years of experience** in web accessibility, development, design, and product design, along with **7 years in software development**. Specializing in **enterprise-level digital accessibility solutions**, I am dedicated to creating **inclusive, legally compliant, and high-performing** digital experiences. My expertise spans **accessibility, quality assurance, user experience, and performance optimization** to ensure seamless interactions for all users.

Core Competencies:

- **Web Accessibility Standards:** Deep knowledge of **WCAG, UAAG, ATAG, WAI-ARIA, Section 508, CVAA**
- **Document Accessibility:** Extensive experience in accessibility standards and documentation best practices
- **CMS Proficiency:** Skilled in **Drupal** and **WordPress** development for accessible digital solutions
- **UX/UI & Design Thinking:** Expertise in usability-focused **accessible design** and user experience
- **Certified Accessibility Training:** Completed **112 certified courses** in web/document accessibility, design, and development
- **Solution-Oriented Leader:** Recognized for **pragmatic problem-solving** and strong advocacy for accessibility compliance
- **Accessibility Integration:** Committed to embedding accessibility in **training, development workflows, and procurement processes** for full digital inclusion

PROFESSIONAL EXPERIENCE

UXDesign Accessibility Associate Director

U.S. Bank, Minneapolis, MN

2021 – 2023

- 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

Law School Admission Council, 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

- 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)

Creative Marketing Alliance, 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

Varian Semiconductor Equipment Associates, Gloucester, MA

1997 - 2001

- Developed software for **VIISa 810 and VIISa 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

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|--|---|
| 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 |