

BOUTROS ABICHEADID

boutrosabichedid.com | [linkedin.com/in/boutrosabichedid/](https://www.linkedin.com/in/boutrosabichedid/)

TECHNICAL MANAGER | SENIOR DIGITAL ACCESSIBILITY TECHNICAL LEAD

Driving Accessibility, Technical Excellence, and Team Optimization

Results-driven **Accessibility Leader** and **Technical Manager** with 17+ years of experience across enterprise-level digital accessibility, front-end development, and digital strategy. Adept at optimizing **technical operations, resource management, and accessibility compliance** to enhance usability, efficiency, and cost-effectiveness. Proven ability **to lead high-performing teams**, embed accessibility into development lifecycles, and deliver innovative, compliant digital experiences. Recognized for transparent leadership, strategic problem-solving, and fostering inclusive digital environments.

Key Achievements

- **Led and optimized a 24-member** onshore/offshore team, improving operational efficiency and reducing costs.
- **Enterprise-level accessibility expert** with deep WCAG/Section 508 knowledge and 112 certifications in accessibility, UX, and development.
- Authored and enforced **digital accessibility standards** and **procurement guidelines** across departments.
- **Mitigated offshore consultant attrition**, leading to **significant cost savings**.
- Consistently **recognized Leader** for championing accessibility and elevating development team performance.
- **Recognized leader** for transparent leadership, mentorship, and strong advocacy for technical excellence and accessibility.

Core Expertise

- **Web & Document Accessibility** compliance (WCAG, 508, CVAA)
 - **Technical Leadership**, Team Management & Mentorship
 - **Operational Efficiency** and **Cost Optimization**
 - UX/UI Design, **Usability & Performance Optimization**
 - CMS Platforms (Drupal, WordPress, Shopify)
 - **Accessibility Compliance** and **Integration**
 - Process Automation & Workflow Optimization
-

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

Law School Admission Council (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.
- Created responsive, accessible Drupal sites that boosted visibility and engagement.
- Trained staff to maintain Drupal content and updates independently.

Website Developer & Designer (Freelance)

CMA - Princeton Junction, NJ | 2013

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

Chief Developer & 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.
- Handled all client communications and project delivery.

Technical Writer & Educator

Boutros AbiChedid Blog | 2010 – 2016

- Authored/co-authored **175+ free 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

- **Delivered complete web solutions with a focus on accessibility, SEO, performance, and QA testing** to ensure high-quality products.
- **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 JavaScript-powered LED Signage Calculator** web app.

Control Systems Software Engineer

VSEA - Gloucester, MA | 1997 - 2001

- Developed software for **VISta 810 and VISta 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 troubleshoot 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

Web & Document Accessibility

- **Deque University**: 29 certified courses in **web & document 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 long each class)

Specialized Curricula

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** – University of Alabama at Birmingham
Thesis: Experiment Design for Modeling and Control Strategies of E. Coli Fermentation Process (1996, 125 pp)
 - **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