

# Erissa Renée Duvall

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Louisville, KY 40291 | Contact on LinkedIn

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

## Skills & Abilities

- **Languages:** HTML, CSS, JavaScript
- **Frameworks:** Bootstrap, Foundation, PowerShell
- **Operating Systems:** Windows Server, Windows, OSX, Android, and iOS
- **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

Front-End Web Development – *August 2017*

- Project became my site at <https://corgidev.com>.
- Code stored in my [CorgiDevSite](#) GitHub repo.
- Hosted with Google Firebase.
- Deployed using a branch trigger setup with GitHub Actions.
- Built with basic HTML, CSS, and JavaScript.

C# / .Net Development – *March 2018*

- Project was a Staff Directory built as an MVC project built using Entity Framework, .Net, C#, jQuery, and Bootstrap.
- Code is stored in my [Staff Directory Project](#) repo on GitHub.

Full-Stack JavaScript – *August 2018*

- Project consists of a rebuild of my CorgiDev site with an added Blog page.
- Built using JavaScript and React.
- Uses a Firebase database for persistent data and an API connection.
- Code is stored within my [ReactProject](#) repo on GitHub.

## JavaScript and React – November 2018

- Project was a CRUD application where the user can store information about animals they have seen.
- Used MongoDB for persistent data.
- Built using JavaScript on the front-end and back-end.
- Code is stored within my [animalDex](#) repo on GitHub.

## Python – July 2020

- Project consists of a Python console application that downloads a CVE list in the form of a csv file, which is then parsed for search results based on user input and stored in a new csv file.
- Code is stored in my [CVE Search](#) repo on GitHub.

## 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 present

- 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.
- 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 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 – Approx. 11 attendees
  - [Cincy Deliver](#) – Manor, OH
    - July 2023 – Approx. 22 attendees
  - [Momentum Developer Conference](#) – Cincinnati, OH, USA
    - Upcoming October 2023
  - [Tech Bash](#) – Pocono Manor, PA, USA
    - November 2023 – Approx. 12 attendees
  - [London NDC](#) – London, UK
    - Upcoming January/February 2024
    - Made alterations to focus on international regulations.

#### Accessible Support and Technology

- Presented at:

- [Louisville .Net Meetup Group](#) – Louisville, KY, USA
  - September 2017 – Approx. 26 attendees
- [Dog Food Con](#) – Columbus, OH, USA
  - October 2017 – Approx. 24 attendees
- [Code PaLOUsa](#) – Louisville, KY, USA
  - March 2018 – Approx. 30 attendees.
- 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 – Approx. 38 attendees
  - [Code PaLOUsa](#) – Louisville, KY, USA
    - August 2019 - Approx. 12 attendees
    - August 2021 – Approx. 10 attendees
  - [CloudFit Software](#) – Microsoft Teams
    - July 2020
  - [CodeMash](#) – Sandusky, OH, USA
    - January 2023 – Approx. 20 attendees
  - [Tech Bash](#) – Pocono Manor, PA
    - November 2023 – 1 attendee
    - Most attendees went to the testing talk the day before.
    - Still presented talk, but gave more one-on-one advice tailored to the attendee whose work was starting to focus on Accessibility for the first time.
- 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
    - Dec 2019 – Approx. 15 attendees
- 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
    - Sept 2021 – Approx. 22 attendees
  - [Code PaLOUsa](#) – Louisville, KY
    - August 2022 – Approx. 10 attendees
  - [CodeMash](#) – Sandusky, OH
    - January 2023 – Approx. 15 attendees

## 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
    - Upcoming January 2024
  - [Code Louisville](#) – Louisville, KY
    - Upcoming December 2023
    - Internal, virtual presentation to students with more focus on the requestor side of Reasonable Accommodations.

## 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](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](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](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>