Erissa Renée Duvall

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**](https://corgidev.com).
* Code stored in my [**CorgiDevSite**](https://github.com/CorgiDev/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**](https://github.com/CorgiDev/StaffDirectoryProject)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**](https://github.com/CorgiDev/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**](https://github.com/CorgiDev/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**](https://github.com/CorgiDev/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](https://github.com/CorgiDev/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](https://github.com/CorgiDev/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](https://www.meetup.com/louisville-dotnet/events/293343255/) – Louisville, KY, USA
    - May 2023 – Approx. 11 attendees
  + [Cincy Deliver](https://www.cincydeliver.org/) – Manor, OH
    - July 2023 – Approx. 22 attendees
  + [Momentum Developer Conference](https://momentumdevcon.com/) – Cincinnati, OH, USA
    - Upcoming October 2023
  + [Tech Bash](https://techbash.com/) – Pocono Manor, PA, USA
    - November 2023 – Approx. 12 attendees
  + [London NDC](https://ndclondon.com/) – London, UK
    - Upcoming January/February 2024
    - Made alterations to focus on international regulations.

### Accessible Support and Technology

* Presented at:
  + [Louisville .Net Meetup Group](https://www.meetup.com/Louisville-DotNet/) – Louisville, KY, USA
    - September 2017 – Approx. 26 attendees
  + [Dog Food Con](https://dogfoodcon.com/) – Columbus, OH, USA
    - October 2017 – Approx. 24 attendees
  + [Code PaLOUsa](http://www.codepalousa.com/) – 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](https://www.meetup.com/Tech-Foundations-Louisville/) – Louisville, KY, USA
    - May 2019 – Approx. 38 attendees
  + [Code PaLOUsa](http://www.codepalousa.com/) – Louisville, KY, USA
    - August 2019 - Approx. 12 attendees
    - August 2021 – Approx. 10 attendees
  + [CloudFit Software](http://www.cloudfitsoftware.com/) – Microsoft Teams
    - July 2020
  + [CodeMash](https://www.codemash.org/) – Sandusky, OH, USA
    - January 2023 – Approx. 20 attendees
  + [Tech Bash](https://techbash.com/) – 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](https://www.meetup.com/Louisville-Tech-Ladies/) – 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](https://www.meetup.com/Louisville-DotNet/events/280475494/) – Louisville, KY
    - Sept 2021 – Approx. 22 attendees
  + [Code PaLOUsa](http://www.codepalousa.com/) – Louisville, KY
    - August 2022 – Approx. 10 attendees
  + [CodeMash](https://www.codemash.org/) – 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](https://www.codemash.org/) – Sandusky, OH
    - Upcoming January 2024
  + [Code Louisville](https://codelouisville.org/) – 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>
* 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](https://w3cx.org/)
* **Issued on**: January 03, 2022
* Verify on edX using the following url:
  + <https://courses.edx.org/certificates/5342766b508b4fdcab229c54cad28b46>