



**SAROJ BALA**



Senior Digital Accessibility Analyst seeking roles in Software Application, Application Audits, Defect Tracking, QA Planning, Software Testing, Software Debugging, Accessibility Testing, Web Application Development, Service Delivery, JavaScript

Current Designation: Sr. Digital Accessibility Analyst      Total Experience: 15 Year(s) 0 Month(s)  
Current Company: TIAA      Highest Degree: B.A [Arts & Humanities]

Current Location: Pune

Pref. Location: United Arab Emirates (UAE), United Kingdom (UK), United States (US)

Functional Area: IT Software - Application Programming / Maintenance

Role: Outside Consultant

Industry: Insurance

Marital Status: Married

Key Skills: Senior Digital Accessibility Analyst, Outside Consultant, Software Application, Application Audits, Defect Tracking, QA Planning, Software Testing, Software Debugging, Accessibility Testing, Web Application Development, Service Delivery, JavaScript

Verified: Phone Number | Email - id

Last Active: 22-Jan-21

Last Modified: 22-Jan-21

Jump to Section [Work Experience](#) | [Education](#) | [IT Skills](#) |

## Summary

Result-oriented Professional with nearly 15 years of experience in managing front-end Web and CSS development & Web Application Development across software technology, financial services, and education sectors

Designed web applications using HTML, JavaScript, and other programming languages and creating code from scratch to export data, connect applications, and design new web pages and maintaining application software and other web-based programs

Supported multiple Agile development teams in a highly collaborative environment to remediate existing web applications Skills in creating, maintaining and modifying application software and other web-based programs

A keen analyst with successful track record of extending consulting solutions for accessible, standards-compliant, and cross-browser compatible websites and web applications

Skills in translating user needs into universal and accessible information design, website architecture, and effective user interfaces

## Work Experience

**TIAA** as Sr. Digital Accessibility Analyst  
Jun 2017 to Till Date

### Key Results Areas:

Steering efforts in providing specific guidelines regarding front-end web accessibility for in-house staff and external contractors, while, updating baseline guidelines for all web and mobile applications

Conducting WCAG 2.1 AA compliance Audit and proposing remediation strategy, and both formal and informal knowledge transfer and mentorship

Extending support to multiple Agile development teams in a highly collaborative environment to remediate existing web applications

Coaching product, engineering and other teams about new and upcoming assistive technology and related standards and participating in the development of VPATs

Translating technical standards, legislative requirements and third party recommendations into specific, actionable requirements for development

Developing QA Checklist and Test cases for Accessibility Testing and participating in peer test case reviews, Defect Management in JIRA and Daily Status Reports

Conducting Daily Scrum meetings and Defect Report Meetings and participating in sprint planning meetings, sprint review and Retrospective meetings

Managing Adoptive/Responsive testing for mobile web app

Managing the software quality process involving review of product functions, test specifications & documentation, defect prevention, metrics collection, team leadership & analysis, debugging & resolution of issues

Monitoring project progress & outstanding issues and ensuring the quality & timeliness of the deliverables; preparing monthly dashboard, project health check metrics and weekly & fortnightly status reports as well as extending post-implementation support to team members by identifying defects, inconsistencies & errors

## Important

- Using Free CV Search you have access to featured candidate profiles of Naukri. You can browse through the profiles and email the candidates of your choice directly using the email option provided. To prevent misuse of candidate information, contact details and attached resume of the candidates have been withheld.

BA Continuum Solutions Private Limitedq as Accessibility Analyst  
Jun 2012 to Jul 2017

- Highlights:
- Extended additional auditing and proposed accessibility recommendations as needed for company-wide projects
  - Appointed as the key member of development team, provided technical recommendations and accessibility oversight of user interfaces; work closely with UI/UX, product, and engineering teams to ensure that envisioned features are accessible
  - Suggested modest changes to existing applications to meet changing needs in regard to Accessibility best practices, standards and guidelines
  - Extended assistance in the development of VPATs for all existing products
  - Developed test protocols and conducted Accessibility Audits & Business use Cases and Scenarios
  - Conducted testing using assistive technology (i.e. Screen readers and magnifiers)
  - Performed Manual Code Review (HTML, CSS and JavaScript); adhered to the Section 508 of Rehabilitation
  - Ensured that the WCAG 2.0 Principles and Standards based approach were followed to review and Subsequent reporting

SAPIENT, as Interactive Developer  
Apr 2008 to Jun 2012

- Highlights:
- Conducted website analysis and redesign - developed sitemap and used HTML, CSS, to create, and manage website
  - Created online branding by collaborating with stakeholders and business owners
  - Performed the audit of W3C standard and accessibility Compliance (508,AAA compliance).
  - Performed Expert Review on Usability, recommended enhancements accordingly
  - Appointed as the part of BRD teams for gathering requirements of the project and evaluating the dependencies, use of technology with client
  - Communicated effectively with Senior Management and built a strong relationship with business client
  - Extended support over Mozilla and Safari+ web browsers while still meeting the original deadline and project plan for meeting customers' expectations
  - Resolved browser compatibility issues; prepared HTML CMS Compatible
  - Used tools for versioning (SVN)

[^ Back to Top](#)

Education

UG: BA (Arts&Humanities) from Himalayan university in 2016  
Other Qualifications/Certifications/Programs:  
Diploma (Web Engineering & Multimedia)

[^ Back to Top](#)

IT Skills

Skill Name	Version	Last Used	Experience
WAI-ARIA, NVDA, JAWS			
Voice Over, Talk Back, Quality Center			
ALM, JIRA			
Microsoft Visio			
Word, Excel, PowerPoint			
Access, Outlook			
ADOBE ACROBAT			
HTML5, CSS3, JavaScript			
Microsoft Sharepoint			
MICROSOFT WINDOWS			

[^ Back to Top](#)

Languages Known

Language	Proficiency	Read	Write	Speak
english				
hindi				
punjabi				

[^ Back to Top](#)

Affirmative Action

Category: General  
Physically Challenged: No

Work Authorization

Job Type: Permanent  
Employment Status: Full time

[^ Back to Top](#)

