Bo Zhang

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Ready to relocate

PROFESSIONAL SUMMARY

A **UX accessibility nerd** passionate about making accessibility scalable, approachable, collaborative, and focused on real user experience (not just legal compliance!).

WORK EXPERIENCE

Accessibility Specialist

HCA Healthcare, August 2023 – Present

- **Reduced accessibility regressions at scale** by implementing WCAG 2.2 AA compliance in 37+ components within the **official HCA Healthcare Design System**, used by 27+ internal product teams to drive consistency and accelerate inclusive development.
- **Demonstrated a 90% reduction in automated accessibility testing issues** in a one-to-one project after adoption of the design system, validating the impact of accessibility-first components in production.
- **Led 19 in-depth accessibility audits** on internal web applications, combining automated and manual testing to uncover compliance issues in alignment with WCAG 2.2 AA and ADA.
- **Created 10+ clear, actionable accessibility resources**–design system docs, mobile checklists, tool tutorials, and training–used by cross-functional teams to guide inclusive design.
- **Embedded accessibility into the product lifecycle** by collaborating closely with designers, engineers, and QA, ensuring accessibility considerations are addressed from ideation to release, reducing post-launch accessibility defects.
- **Cultivated an organization-wide accessibility culture** by cohosting awareness labs, facilitating internal trainings, and offering continuous support–impacting 100+ colleagues across disciplines.

ACADEMIC & VOLUNTEER PROJECTS

UX & Accessibility Volunteer Project | itisOVERDUE |

January 2023 – May 2023

- **Improved website accessibility for a nonprofit** by identifying key issues and guiding design/development fixes.
- **Strengthened cross-team alignment** with clear, actionable accessibility recommendations.
- **Designed and launched a scalable design system** with 9+ components, boosting consistency and accessibility across products.

Inclusive Design Course Project | MediGo Mobile Application |

August 2022 - December 2022

- **Uncovered critical accessibility needs** through user interviews, improving design relevance.
- **Established a WCAG-compliant design system** that ensured consistent, accessible UX.
- **Produced annotated prototypes** that guided accurate accessibility implementation.

CERTIFICATION

Certified Professional in Accessibility Core Competencies (CPACC), September 2022
IAAP - International Association of Accessibility Core Competencies

Certificate in User Experience, June 2024
Nielsen Norman Group

Human Research - Social/Behavior Researchers - Basic Course, September 2022
CITI Program

EDUCATION

Master of Science, **Information Science** with **User Experience** concentration
The University of Texas at Austin, August 2021 - May 2023
Relevant Coursework: Accessible User Experience, Inclusive Design for Accessible Technology, Interaction Design, Human-Computer Interaction, UX Prototyping, Usability, Visual Design, Introduction to Programming

RELEVANT SKILLS

Accessibility
Accessibility testing
Accessibility annotation
Inclusive design

Design
Sketching
Wireframing
Prototyping
Mockups
Design system
User interface design
Visual design
Content strategy
Site maps
Information architecture
Journey map
User flows
Storyboards
Persona
Responsive web design
Microinteraction
3D modeling

Research
Usability testing
Affinity diagrams
Heuristic evaluation
Survey
Moderated Interview
Unmoderated Interview
Competitive analysis
Diary study

TOOLS
VoiceOver
Voice Control
NVDA
axe DevTools
Web Developer
HTML
CSS
JavaScript
UIKit
Figma
UserTesting
Webflow
Shapr3D
Python