Jeffrey W Singleton

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Senior IT - Digital Accessibility Professional

Dedicated Senior IT professional with a strong background in Digital Accessibility and Equity Coordination.

Adept at driving compliance, conducting audits, and offering expert witness services. Known for elevating digital product accessibility, empowering teams, and enhancing inclusivity. Proven expertise in accessibility standards, training, and document remediation. Instrumental in leading high-impact accessibility audits and fostering an inclusive digital landscape. Proficient in guiding teams through the complexities of accessibility standards while imparting essential knowledge and strategies for compliance across various guidelines. Notable for pioneering training programs in accessibility, including accessibility testing and document remediation. A dynamic public speaker with a strong commitment to best practices in accessibility, demonstrated through presentations at major conferences.

Areas of Expertise

- Accessibility Compliance
- Expert Witness Services
- Compliance Guidance
- Subject Matter Expertise
- Mobile App & Software Testing
- Accessibility Standards (e.g., Section 508, WCAG 2.x)
- Digital Audits
- Training & Education
- Document Remediation

Career Experience

Converge Accessibility LLC, Vancouver, WA — **2020 – Present**
Principal

Principal at Converge Accessibility LLC, where responsibilities include overseeing business processes, contractor efforts, conducting audits for Websites, Mobile Apps, Software, and Hardware. Delivers Subject Matter Expertise and Expert Witness Services, along with offering accessibility training and conducting design reviews.

- Clarified WCAG criteria for diverse roles including Designers and Developers by co-developing a comprehensive resource.
- Empowered customers through accessibility training, fostering a more inclusive digital landscape.
- Presenting regularly at national and international accessibility conferences, demonstrating expertise and influence in the field.

Cyxtera Cybersecurity, Inc. d/b/a AppGate, Addison, TX — **2008 – 2020**
Senior Accessibility Solutions Consultant, Accessibility Consulting Practice

Conducted accessibility product testing on multiple projects, adhering to Section 508, WCAG, EN 301 549, and other relevant accessibility standards, including client-proprietary standards. Provided training on accessible document creation and testing using assistive technology. Performed expert-level services for document remediation programs, including PDF and Office applications. Acted as a subject matter expert on accessibility, providing support to high-level clients and internal customers. Presented public lectures annually at accessibility-focused conferences, such as the annual CSUN Center on Disabilities Conference.

- Oversaw the accessibility efforts of multiple projects, ensuring compliance with diverse standards.
- Instructed others on individuals with accessible document creation and assistive technology testing.
- Served as the digital accessibility subject matter expert for the California State University (CSU) Community of Practice.
- Served as the digital accessibility subject matter expert for the Section 504 compliance review of NASA grantees.

Bayfirst Solutions LLC, Washington, D.C. 2007 – 2008
Senior Accessibility Consultant

Provided accessibility and compliance guidance on issues involving Section 508 of the Rehabilitation Act of 1973. Worked extensively with assistive technology and oversaw a team of visually impaired assistive technology users at the Veterans Health Administration (VHA) Section 508 Office. Developed training program in accessibility testing and bug documentation best practices which were presented at several disability conferences.

- Provided guidance on Section 508 compliance for the VHA's internal groups.
- Enhanced accessibility and inclusivity by working closely with visually impaired testers and assistive technology.
- Developed training programs and best practices which were showcased at several accessibility conferences.

Additional Experience

Software Tester, Volt Technical Services

- Lead QA tester for Narrator screen reader as part of Microsoft's Accessibility Technology Group while contracted with Volt.
- Managed test planning, execution, and documentation.
- Collaborated with developers and designers to improve user experience and accessibility.
- Identified critical bugs and provided targeted feedback, aimed at ensuring seamless operation.

Software Tester, Microsoft Corporation

- Created and ran test cases, test scripts, and manual UX testing for the Windows Networking Group
- Identified critical bugs and provided targeted feedback, aimed at ensuring seamless operation.

Education

Mt. Sierra Technical College – Pasadena, CA
Microsoft Certified Systems Engineer (MCSE)

Certifications

- Varied software testing background with special focus on user interface (UI) and accessibility.
- Highly technical background and familiarity with various computer languages (HTML, CSS, JavaScript)
- Microsoft Certified Systems Engineer (MSCE) for NT4.
- ADA Title III Business Coordinator Certificate