Abbey Davis

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Accessibility Crusader • Section 508 Trusted Tester • Disability Advocate

A **UX Accessibility Director** with strengths in Accessibility Strategy, Innovation, Testing, UX Design, Design Systems, and Process Documentation supporting multiple lines of business such as banking, restaurants, and retail. Championing accessibility across products and platforms including websites, closed systems, kiosks, and mobile apps. Dedicated to aligning accessibility with the product vision through innovation, strategic design, development, and testing. Expertise in building an accessible design system, documentation, and annotation kits and sharing knowledge of accessibility strategies and standards to ensure robust, coherent inclusive products. Advocate for accessibility by keeping informed on accessibility governance and trends worldwide, promoting company-wide initiatives around accessibility innovation, and supporting internal employees through founding and chairing a disability-focused employee group.
Recognized for the ability to guide products towards accessible practices at scale.

Certifications

DHS Section 508 Trusted Tester
Google UX Design Certificate

Technical Skills

Accessibility Systems: WCAG|VPAT Authoring | Axe Accessibility Suite | Lighthouse | ANDI | NVDA | VoiceOver | TalkBack
UX Design: Figma | White-Label Design System | Data Visualization | NativeBase | React Material UI | Annotation Kits
Project Management: Agile | Jira | Scrum | Confluence | Github| Hive | Airtable| Documentation
Business Systems: Microsoft Office Suite | Google Suite | SharePoint | OneDrive | Bridge

Professional Experience

NCR Voyix (Formlery NCR)
October 2021 - Present • Remote, Austin TX
NCR VOYIX is the world's leading enterprise provider of software, hardware, and services for banks, retailers, and restaurants.
UX Accessibility Director *(May 2023 – Present)*
Spearheading the accessibility journey of NCR Voyix working with designers, engineers, QA, content developers, and management to guide the alignment of accessibility best practices at enterprise scale. Driving innovative product accessibility and vision discussions to help create human-centered experiences on platforms including desktop, kiosks, closed systems, web apps, and mobile native apps. Promoting accessibility tooling, testing and remediation, and the adoption of accessible design practices that align with team structures and current practices.

- Direct accessibility of a core white-label design system, product-specific design kits, and shared pattern libraries utilized by UX designers across varying platforms and software offerings.
- Utilize customer and client feedback along with UX research findings to ideate and highlight opportunities to create unique inclusive experiences for websites, self-service kiosks, kitchen display systems, and SaaS platforms.
- Empower internal teams to integrate accessibility tooling in the product life cycle, increasing efficiency in code development and QA, leading to an 84% reduction of reworks and bottlenecks.
- Utilize market and research data, along with current and upcoming legislation around the globe to identify key metrics and translate guidelines to inform prioritization of audits and reviews allowing for a shift to a proactive approach for ACR and VPAT authoring while streamlining the processes to maximize resources.
- Lead accessibility research, testing, and remediation efforts across restaurant and retail products.
- Educate designers, developers, QA, and product teams on accessibility objectives through learning sessions, office hours, open communication channels, and curated learning paths on LinkedIn Learning and PluralSight.
- Reinforce a shift-left narrative to accessibility through top-down and bottom-up initiatives by joining the operational leadership team of the company's top 100 leaders, while growing the internal employee group focused on disability inclusion and advocacy.

Sr UX Accessibility Specialist *(August 2022 - May 2023)*

Coordinated to establish a sustainable accessibility practice at enterprise scale while identifying opportunities to create a more inclusive user experience based on company goals. Worked in collaboration with accessibility specialists and testers to manage multiple projects across different lines of business and product offerings.

- Advocated for a shift-left narrative to accessibility through lunch and learns, customer workshops, team collaboration, stakeholder outreach, and sessions highlighting the benefits of accessible products.
- Worked with vendors to provide methodologies and tools to streamline accessibility evaluations throughout the product life cycle and ensure conformance to WCAG guidelines.
- Conducted accessibility code reviews and audits, including reporting, and ticket creation. Indicated prioritization based on criticality, user needs, and product priorities and resources.
- Provided support and accessibility remediation guidance for litigation, RFPS, and contract obligations for consumer-facing websites, self-service kiosks, ATMs, and SaaS back office products.

UX Designer Accessibility *(October 2021 - August 2022)*

Brought on board to assess accessibility on the digital banking platform. Led cross-product discussions on developing an accessibility practice within NCR's other lines of business, including restaurants, retail, and shared services. Worked in collaboration with other accessibility specialists and UX designers to deliver accessible designs and provide accessibility testing of products.

- Provided input on accessible design best practices and design system components for white label use across teams, including testing incoming code base before implementation and customization.
- Created a Figma annotation kit and checklist for accessibility.
- Reviewed and annotated designs for accessibility in Figma prior to development handoff.
- Created accessible brand colors and data visualization styles for branded and white-label products.
- Collaborated on user personas of individuals with disabilities, the user flows and pain points associated with assistive technology, and how they relate to the product flows and capabilities.
- Developed an accessibility maturity model and 5-year roadmap to increase awareness and collaboration efforts.

Pflugerville Independent School District 2018 - 2021

August 2018 - May 2021 • Pflugerville, TX

Special Education Teacher - High School *(August 2018 – May 2021)*

Lead a high school classroom of 10-15 students with moderate to severe disabilities aged 14-21. Work with students, parents, para-professionals, service providers, and district staff to deliver lessons based on the functional needs of each student, their IEP goals, and their curated transition plan to facilitate independence upon graduation from high school.

- Brainstorm innovative ideas for creating and delivering lessons in virtual and hybrid settings. Adapt assignments for online delivery across multiple learning platforms.
- Observe, record, and analyze student IEP progress. Utilize data to identify themes and insights. Adjust lessons and teaching methods based on insights and feedback to focus student learning and transition objectives.

STR Marketplace 2012 - 2017

February 2012 - May 2017 • Houston, TX

The world's largest set of Websites for the transfer of seat licenses in partnership with sports teams and venues.

Sr Marketplace Coordinator *(January 2015 – May 2017)*
Marketplace Coordinator *(February 2012 - January 2015)*

Worked with new clients and other high-profile sports teams' ticketing departments and customers to ensure proper transfer of seat licenses for stadiums across the country.

- Informed internal transfer tracking and document delivery system between teams and the marketplace. Reviewed sticking points with users of all technological literacy and created ways to ensure accessibility was maintained.
- Created UI, gathered stadium images, and tested interactive stadium prototypes.

Education

Master of Science in Sport Management
Texas A&M University, College Station, TX

Bachelor of Science in Kinesiology; Minor in Psychology
Washington State University, Pullman, WA