

Tanisa Imoto

Digital Accessibility Specialist

Houston, TX | Open to remote | tanisa.imoto@gmail.com | linkedin.com/in/tanisai

Summary

Digital accessibility specialist with experience conducting 40+ website evaluations using WCAG 2.1/2.2 standards, supporting an accessibility apprenticeship program serving nonprofit organizations, and developing its training materials. Brings a cross-cultural perspective and a deep commitment to inclusive design that benefits everyone, with a foundation in operations, compliance documentation, and process development across several industries. Currently exploring the convergence of AI and digital accessibility.

Skills

- **Accessibility:** WCAG 2.1/2.2 evaluation | Section 508 | EN 301 549 | Manual and automated auditing | WCAG evaluation using a 150-point checklist
- **Tools:** SilkTide | WAVE | Lighthouse | Axe DevTools | WCAG Color Contrast Checker | Figma | Notion | Jira | Lucidchart
- **Program Management:** Apprenticeship program support and materials | Project lifecycle coordination | Client communication | Cross-functional team collaboration
- **Languages:** English (Native) | Japanese (Conversational fluency, practical translation experience) | French (Reading proficiency, conversational)

Experience

Associate Director of Operations | Level 11 Technology | Remote

November 2024 – July 2025

- Assisted with an accessibility apprenticeship program supporting 4 apprentices across 2 nonprofit client projects serving vulnerable populations (substance recovery, reintegration services)
- Developed program materials including evaluation guides, session plans, and meeting summaries
- Shared client communication with the program lead and team, gathering the information the projects required and holding the team to task deadlines
- Delivered 58% accessibility score improvement for client site, resulting in 162% conversion rate increase, 89% screen reader task completion (up from 31%), and 25% bounce rate reduction
- Communicated accessibility as business value to clients, translating technical findings into actionable recommendations

Digital Accessibility Consultant | Level 11 Technology | Remote

May 2024 – October 2024

- Conducted 40+ website accessibility evaluations using manual review with custom 150-point WCAG 2.1/2.2 checklist supplemented by automated testing tools
- Developed evaluation reports with remediation recommendations prioritized by impact, aligned to WCAG success criteria
- Created accessibility resources for career transitioners and UX professionals entering the field

Client Relations and Process Improvement Specialist | Percento Technologies | Remote

August 2019 – January 2023

- Managed 34 client accounts averaging \$3,000/month with cross-functional collaboration between IT specialists, management, clients, and vendors
- Created step-by-step documentation designed for varying technical abilities, reducing client confusion and support requests
- Streamlined onboarding processes by mapping workflows, identifying bottlenecks, and developing clear training materials

Project and Operations Manager | TDM Marketing Consulting | Houston, TX

February 2019 – August 2019

- Developed 70+ standard operating procedures for 6-person content team across 12 client accounts, improving efficiency by 25%
- Created documentation for overseas employees to eliminate workflow bottlenecks and support uncertainties

Executive Administrative Assistant | Kiersted Systems (OmniVere LLC) | Houston, TX

August 2016 – August 2017

- Supported ISO 27001 audit preparation and evidence collection, assisting the compliance officer with security procedures
- Reduced policy documentation errors by 30% through process consolidation

Additional Experience

Legislative Assistant, Office of Senator John Whitmire, Austin, TX (2013 – 2014). Supervised 5-person intern team, reduced constituent response time by 25%.

Professional Development

- CPACC exam preparation: Intensive study of accessibility core competencies, international standards, disability models, and assistive technology (IAAP, Deque University, Interaction Design Foundation)
- GenAI multi-agent systems course and hackathon (Google-sponsored): Built four-agent architecture for personalized health analysis
- AI automation coursework focused on building automated workflows
- Active member of local AI community

Education

UX Design Immersive Certificate, CareerFoundry (2023 – 2024)

Master of Liberal Arts, International Studies, University of St. Thomas, Houston, TX (2015)

Bachelor of Arts, International Relations and French, Scripps College, Claremont, CA (2010)

Instructional Design Certificate, Association for Talent Development (2018)