

Bruno Torquato

Senior UXD, IAAP Certified Accessibility Specialist

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Summary

Nice to meet you! I have a passion for digital accessibility and simplicity in design. I've been in the UX and accessibility field for 16 years. Accessibility's been my full-time job for the past 6 years, but has been a major focus of mine for much longer, alongside design systems and mobile UX. I have been helping a major multinational web software company mature and scale accessibility & UX across its huge product portfolio.

I thrive in collaborative environments where I can pursue my interests deeply. My best work is in the intersection between many disciplines. I'm moving my career deeper into every corner of accessibility, while seeking mastery of UX, front-end, & user research. Video games & extended reality are major interests too.

Relevant Skills

Accessibility

- Accessibility strategy and growth at scale
- Integrating accessibility & design systems
- Deep knowledge of relevant standards: WCAG 2.2, WAI-ARIA, CVAA, ADA (508, Title II)
- Providing accessibility training to all roles: designers, engineers, product, quality, etc.
- Screen reader proficiency with the big 4:
 - VoiceOver, NVDA, JAWS, TalkBack.
- Building consensus & grassroots support
- Audits, accessibility conformance reports
- Triaging and prioritizing accessibility bugs
- Accessibility-focused customer service

User Experience

- Significant interaction design expertise
- Building & evangelizing design systems
- Mobile first and responsive design
- Exploratory concept design: sketching, storyboarding, paper prototyping, etc
- Information architecture, content design
- Front-end prototyping and development with ARIA, HTML, CSS, JS
- User research: planning, recruiting, scripting, facilitating, analysis
- Product management and strategy
- Thoughtful collaboration and critiques

Relevant Experience

Sr. Accessibility Specialist – UKG (previously Ultimate Software)

2019 - Present

I was Ultimate's first accessibility IC in 2019, around the time of the UKG merger. My manager and I started the accessibility department then, and I committed to accessibility full-time. Scaling and maturing UKG has been our focus, as we've grown our team. Particular attention has been paid to the design system, and other strategically important teams. I provide accessibility support & training to all roles, while building grassroots and leadership buy-in. I pair directly with designers, engineers, and product to co-work with them as I lead.

Work includes:

- Supporting design and implementation of an enterprise design system to provide equal access to users with disabilities, and better usability for all. Overseeing components from design, to Figma, to implementation
- Overseeing enterprise-scale accessibility overhaul strategies for strategically important product teams and customer accounts; avoiding major risks and delighting customers
- Integrating accessibility into an enterprise scale design system and its team's processes
- Prioritizing the highest-impact changes to ensure alignment with goals and deadlines
- Design reviews (4 times a week) and pairing (as needed) to boost accessibility, simplicity, and scalability
- Providing training to make sure everyone does their part for accessibility: designers, developers, product managers, business analysts, quality testers, and even customer support
- Establishing a process for accessibility-focused usability research. Spearheading the first such study from every angle: Planning, funding, recruiting, scripting, facilitation, analyzing results, and recommendations
- Performing WCAG 2.2 AA accessibility evaluations to measure conformance and creating accessibility conformance reports (ACRs) using the VPAT
- Troubleshooting code to ensure robust development that works across a variety of browsers, device types, and assistive technologies
- Educating product leaders on relevant statistics and applicable laws; collaborating with them to increase investment in accessibility
- Meeting with customers and prospects to capture concerns and provide updates on improvements
- Writing agile user stories for accessibility bug fixes and improvements
- Fixing accessibility issues in publicly distributed PDFs

Relevant Experience (continued)

User Experience Designer - Ultimate Software (now UKG)

2009 - 2019

In my 10 years as a UX designer at Ultimate, I specialized pioneering new technologies, and bringing fresh ideas to the table. This included spearheading efforts in accessibility, mobile, and even design systems... before they were even called that! The role involved a delicate balance of design, research, and engineering to ensure not just great ideas, but solid execution.

Work included:

- Interaction design with a relentless bias toward visual simplicity, ease-of-use, and semantic code
- Thoughtful and thorough design critiques to challenge myself and my colleagues to grow
- Collaborative, rapid iteration while in the discovery and concept phases. Lots of ideas!
- A heavy emphasis on user research, qualitative and quantitative
- Building consensus and community in the UX organization, getting buy-in from leadership
- Spearheading ideas like modular CSS, atomic design, object-oriented UX, and mobile-first
- Creating and using design systems & components in Sketch, Figma, and even before such tools existed. Generally, promoting how a curated palette of options breeds creativity and enhances usability
- Leading training courses about design best practices and UX process
- Stepping up to become the go-to mobile UX expert in the early days of the mobile revolution
- Co-founding the UltiPro Mobile app team. Now, UKG Pro Mobile had millions of users every week and ranks consistently in the top 20 business apps on both app stores
- Bringing accessibility expertise to important customer escalations as far back as 2010
- Tackling challenging, ambitious multi-year projects like the payroll expression builder

User Experience Intern - Kaplan University (Washington Post)

2008

Kaplan was my first corporate UX job. There I learned important lessons about development constraints, scope, and consensus-building. I nudged the UX team in the direction of some best practices by promoting faster, lower fidelity methods to generate ideas like: paper prototypes, rough sketching, and "guerrilla" usability tests.

Licenses & Certifications

IAAP - International Association of Accessibility Professionals

2019 - Present

I am fully certified by the IAAP. This means I can be depended upon to provide accessibility support in a wide range of capacities. That includes program management, inclusive design, accessibility fundamentals, as well as engineering and implementation support.

- Certified Professional in Web Accessibility (CPWA)
 - Web Accessibility Specialist (WAS)
 - Certified Professional in Accessibility Core Competencies (CPACC)

Education

School of the Art Institute of Chicago

2005 - 2008

At SAIC I studied a wide breadth of topics, including drawing, sound, and animation. My primary focus was technology. I studied a variety of programming languages, hardware hacking, and other techniques. I provided the interaction model for a motion sensing installation using Wii remotes, and created an "art game" for the Nintendo DS.

- BFA with a concentration in Art & Technology Studies
- Additional concentrations in the Animation, Sound, and Drawing departments
- Recipient of Emrys Jones Scholarship
- Recipient of Presidential Merit Scholarship

Florida Atlantic University

2003 - 2005

- Associate's degree with a concentration in Fine Arts
- Recipient of Florida Bright Futures scholarship