

ROGER CUSSON

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OBJECTIVE

Customer Service/Technical Support

QUALIFICATIONS

Computer Accessibility Specialist
JAWS Expert: Using and Scripting
Proficient in Accessibility Standards: W3C and Section 508

RELEVANT EXPERIENCE

- ♦ Assembled a team that successfully tested and validated the accessibility of over 300 web pages in advance of the 2011 launch of the new web portal for Target.com. Identified programming errors and inconsistencies, and recommended solutions.
- ♦ Computer Accessibility Specialist for 18 years for the state of Maine's Division for the Blind and Visually Impaired organization
- ♦ Provide Information Technology and Computer Accessibility Technology support and training services for large and small businesses and for private individuals

TRANSFERRABLE SKILLS

- ♦ Strong analytical and problem solving skills
- ♦ Excellent verbal and written communication skills
- ♦ Highly organized and detail oriented
- ♦ Able to simplify tasks into basic components, so they can be easily understood
- ♦ Knowledgeable with common web browsers, web site applications, and best practices
- ♦ Great at priority management, follow-through and issue resolution

PROFESSIONAL HIGHLIGHTS

Seeing Hands Enterprises – Owner / Manager **Jan 1999 - Present**

Computer Access Specialist / multi-faceted business serving the visually impaired community

Teaching

Teach the use of Computer Access Technology to visually impaired persons. Conduct onsite training for sighted individuals. Assess the needs of the client, submit detailed documentation and report recommendations. Order and procure software and hardware required. Construct specialized curriculum for students. Design vocational training programs for adult clients.

Consulting

Consult with area businesses wishing to make their job sites accessible to persons with disabilities. Advise employers who use web-based services in ensuring both Section 508 and W3C compliance standards are met. Assist in making their job sites more accessible by the use of special hardware and software packages designed for the blind and visually impaired.

Testing

Beta test hardware and software accessibility products for Apple iOS and PC platforms. Evaluate and analyze products. Provide written technical feedback outlining problems and reporting possible solutions. Interface with developers to isolate root causes of “issues”.

Technology

Train students on a variety of computer operating platforms and software such as: Windows 7/10, MS-DOS, Apple iOS, Kurzweil and OpenBook OCR packages, Microsoft Office 2010/2016 Word, Excel and PowerPoint, Accomplish CashManager banking software, JAWS for Windows, Dragon NaturallySpeaking/J-Say, Microsoft Internet Explorer, Google Chrome, Mozilla Firefox and various Braille note taker devices.

Microdyne Outsourcing, Augusta, Maine

Oct 2001 - Nov 2002

Customer Service Representative

Handled customer inquiries concerning Dell products and services. Provided general sales information on Dell computer equipment. Input customer information for the purposes of providing the customer written information concerning Dell products.

EnvisioNet Computer Services, Inc., Brunswick, Maine

March 2000 - May 2001

Technical Support Engineer/Supervisor

Worked with both Technical Support Engineers and Microsoft Network customers to achieve a smooth and beneficial relationship pertaining to the customer’s Internet connectivity experience. Responsible for the following: integration and support; assisted all Technicians with handling all questions concerning Internet/E-Mail connectivity issues; developed new products; provided the Microsoft Network customer with the highest level of customer service and technical expertise concerning various Internet difficulties which they were experiencing. Ensured that all Microsoft technical support standards were correctly implemented and closely adhered to by all members of the Microsoft Technical Support staff. Conducted research projects to best determine the optimum Internet product designs for the Microsoft Network customer.

EDUCATION

Graduated Lewiston High School – 1985
Ohio School of Broadcast Technique – 1986

TRAINING

Aug 2012 – HTML5 Certification, Cisco Academy for the Vision Impaired

ASSOCIATIONS AND ORGANIZATIONS

National Federation of the Blind, Baltimore, MD
Vice President, NFB of Maine Affiliate