David E. Best

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# Summary

Innovative Accessibility **Specialist** with comprehensive background in software design and development, project management, diversity leadership, and disability advocacy. Recognized for developing performance-driven strategies that accelerate business growth by unleashing hidden talents and discovering untapped markets. Demonstrated success in maximizing productivity by building strong and effective Employee Resource Groups, developing Accessibility compliant best practice business strategies, and creating universal compliant web content. Expertise includes public speaking, project control, team leadership, and innovations creativity.

# Career History

## BUSINESS AND EDUCATIONAL SERVICES IN TECHNOLOGY 2013 – Present

**Entrepreneur Accessibility Consultant**

Deliver business strategies in building an inclusive work environment for all employees and creating accessibility-compliant communication business processes.

* Senior Systems Analyst for Inclusive Media and Design
* Conduct WCAG and AODA standards training for IT professionals.
* Present universal design and digital communication inclusive best practices (CSUN, StarCanada, Guelph University Accessibility conference, Canadian Digital Summit, Ontario Digital Summit, Ontario Centre of Excellence Innovation Showcase, Toronto Inter-Corporate Employee Resource Symposium, Toronto IT Leadership, Etc).
* Advocacy support for some nonprofit organizations (governance model planning, partnership building, leadership training and government relations).
* Accessibility Subject matter expert for Google Angular library development team.
* An appointee to the Ontario government Advisory Council, and member of the advisory board for some colleges, universities, and nonprofit organizations.
* Learn more: http://www.davidbest.ca/activities.shtml

## IBM CANADA LTD., Toronto 2001 – 2013

**Advisory IT Specialist 2007 – 2013**

Contributed Accessibility Subject Matter expertise, to IBM Accessibility strategy, on many large and small client IT service projects and community events. Performed web accessibility testing, analysis, and remediation techniques, for clients (like Ontario government, banks, travel companies, telecommunication organizations, and health care services). Utilized the following skills: WCAG & ARIA standards, Java, HTML, CSS, Websphere, Rational, Microsoft Office, Agile, and WWPMM.

* Participated and contributed in planning, decision making and overall web site design, serving as primary liaison between development team and other organizational units and ensuring flow of accurate information to and from development team.
* As project lead, achieved excellent client satisfaction through good verbal and written communications, discovery of user requirements, understanding of adaptive technologies, knowledge of government legal requirements and web site standard compliance.
* Facilitated employee business resource group workshops, working with nonprofit and government employment services, supporting university recruitment events, and delivering speaking presentations.

**Project Lead 2009 – 2010**

**As** a member of the IBM Global Web Master team, contributed in development of [IBM global Access Workplace Connection (AWC)](https://www.ibm.com/downloads/cas/7WLR1ALW) online employee accommodation tool. Collaborated with team to bridge time zones and language. Responsible for planning, testing, documenting, and executing pilot process and user acceptance test project phases. Communicated and organized a diverse group of participants across many cultures, and reported back to senior management and executives. Utilized teleconferencing, webinars, Wikis, discussion forums, Microsoft Office, web browser assessment tools, user agent accessibility tools, and WWPM methods.

* Documented and executed pilot process guidance, a user testing process validated application functionality. Trained application tool administrators and delivered executive presentations, reducing manager accommodation involvement, and improving employee productivity and satisfaction.

**IBM Canada CEO Diversity Council Lead 2007 – 2009**

* Mentored senior executives in reverse mentoring program, greatly improving understanding of assistive technologies, alternative work methods, and hidden talents of employees with disabilities.
* Improving employee satisfaction, workplace participation, and confidence by advising on HR inclusion strategies and client relations, as a member of IBM Global workplace Diversity Council.

**Technical Team Lead 2001 – 2007**

* Increased client satisfaction, productivity and revenue by developing and delivering MVS mainframe customer applications, and integrating legacy systems user interface into the intranet, for travel and transportation host systems.

## INFORMATION SYSTEMS MANAGEMENT (ISM) CANADA, Toronto 1996 – 2000

(IBM subsidiary)

**Systems Analyst 1996 – 1998**

Managed problem analysis and customer solutions processes, for the global airline travel networking system, for a streamline and risk free environment. Developed and maintained MVS software application, and prepared user documentation, for the online back-office system, supporting more than 5K travel agencies. Managed global data collection from airline reservation systems and travel tourism vendors, for invoicing, market reporting, data analysis, and education services.

* Exceeded client expectations by creating an innovative internet interface addition, allowing remote access to host legacy system, using MVS Unix shell, html and rexx.
* Utilized communication skills in defining user specifications and user training, MVS mainframe development (PL/1, SAS, COBOL, FORTRAN, JCL), networking and data transmission knowledge, and cross-team collaboration leadership.

**National Technology Director 1999 – 2000**

Worked with directors and senior management of a large Canadian national non-profit organization, on an IBM secondment project, to initiate best-practice transformation process.

* Developed new branding image and increased client satisfaction by utilizing effective communication skills and creative problem solving solutions.
* Established focus for short and long-term goals, through organized workshops, seminars and assessments.
* Established and implemented $30M IT restructuring transformation process.

## ADVANTIS CANADA INC, Toronto

(IBM subsidiary)

**IT Specialist 1993 – 1995**

## GEMINI AUTOMATED DISTRIBUTION SYSTEMS INC, Toronto

(Air Canada subsidiary)

**Product Manager 1990 – 1992**

## AIR CANADA, Toronto

**Programmer Analyst 1981 – 1989**

## UNIVERSITY OF WESTERN ONTARIO (UWO), London

**Supervisor of Special Services, Department of Student Services 1979 – 1980**

# Education

**B.Sc.** Computer Science Degree, University of Western Ontario, London, Ont., 1978

IBM Global Campus: Introduction, Diversity Management Model Methodologies, 2010

IBM Global Campus: Project Management tier 1 certification, 2009

IBM Global Campus: AIX, HTML, Java, Drupal, Universal web design, testing methodology, 2005

SAS Institute: Programming, data mining and reporting, 2004

# Activities

[Senior Analyst, Inclusive media and design (Training, testing, accessible video services) 2016+](http://www.inclusivemedia.ca/)

[Appointee, Ontario Government Accessibility Standards Advisory Council (ASAC) 2013-2016](https://www.ontario.ca/page/accessibility-legislative-reviews-committees-and-councils#section-1)

[Appointee, AODA Communications Accessibility Standard Development Committee 2017-2020](https://www.ontario.ca/page/accessibility-legislative-reviews-committees-and-councils#section-1)

[Appointee, City of St. Catharines Accessibility Advisory Committee 2019-2022](http://www.stcatharines.ca/en/governin/Accessibility-Advisory-Committee.asp)

[Nonprofit, Youth Unlimited Canada (YFC), St. Catharines, Board of Directors 2019+](https://yfcstcatharines.com/)

[Nonprofit, Alliance for Equality of Blind Canadians (AEBC) National Board of Directors 2017-2020](http://www.blindcanadians.ca/)

[Member of the Brock University Accessibility Advisory Council (BUAAC) 2014+](https://brocku.ca/accessibility/)

[Member of the Mohawk College Accessible Media Production Program advisory council 2016+](https://www.mohawkcollege.ca/programs/graduate-studies/accessible-media-production-390#edit-group-additional-info)

[A Life Worth Living (ALWL) Advisory Board member 2005+](http://www.ALifeWorthLiving.ca)

[Job Opportunity Information Network (JOIN) Board Of Directors Past Vice-Chair 2011-2013](http://www.joininfo.ca)

[Member of the Canadian Internet Registration Authority (CIRA) 2017+](https://cira.ca)

[Founder/Chair, IBM Canada People Enablement Network Business Resource Group 2006-2013](https://www-03.ibm.com/employment/inclusion/)

[Lead Instructor, CNIB Wayne Gretzky youth Summer Computer Camp (SCORE) 1999-2001](https://cnib.ca/en/programs-and-services/learn/children-and-youth-programs/national-score-program?region=on)

Read more on my personal profile: http://www.bestaccessibility.consulting/about-david-best/

**References will be provided upon request.**