

# Michael States

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Sinking Spring, PA | Remote

## PROFESSIONAL SUMMARY

Technical Specialist with 20+ years deep expertise in mobile accessibility (VoiceOver, TalkBack) and WCAG implementation at billion-user scale. Led accessibility strategy at Walmart serving 230 million weekly users, reducing defects by 60% through systematic testing and user research. Expert in providing code-level solutions, conducting cross-functional design reviews, and building E2E testing frameworks. Passionate about creating inclusive experiences through data-driven insights.

## EXPERIENCE

### Walmart Global Tech – Senior Accessibility Engineer / Technical Specialist

September 2022 – Present | Remote

#### Subject Matter Expert (SME) & Technical Leadership

- Lead mobile accessibility testing and remediation for iOS and Android applications serving 230 million users, achieving 95% VoiceOver/TalkBack compatibility through hands-on debugging and code-level solutions.
- Host design reviews and advise on WCAG 2.2 plus HTML/CSS/JavaScript/WAI-ARIA fixes.
- Lead global ADA team across US and India Development Center (IDC); delivered 100% prevention of critical accessibility issues through manual testing and pre-launch remediation while running enterprise bootcamps and 1:1 deep-dives with principal engineers.
- Analyze 200+ Fable user testing sessions quarterly, translating user feedback into actionable engineering requirements that improved task completion rates by 35%.

#### Triage & Process Leadership

- Tier 2/3 escalation owner for 500+ accessibility cases per month—98% resolved within SLA. Reduced critical defects 45% by delivering root-cause analysis and code-level fixes on Tier 3 issues within 24 hours.
- Own accessibility testing roadmap in Jira & Confluence; built test plans for 100+ releases, led Deque Axe Monitor + GenAI remediation clearing 40,000 defects in 60 days.
- Automated workflows that cut resolution time 45% and saved \$2M annually.

#### Dashboard & Training Leadership

- Built enterprise dashboard tracking 15 accessibility KPIs; adopted by 2,000+ developers, boosting accessibility awareness 87% which drove a 60% drop in support tickets.

- Led bootcamps for 2,000+ engineers across 6 time zones (87% skill adoption, 95% satisfaction), enabling proactive defect prevention and 45% faster issue resolution.

## **ADDITIONAL EXPERIENCE**

### **Level Access – Senior Accessibility Consultant**

May 2021 – Aug 2022

- Conducted WCAG and VoiceOver/TalkBack audits for Fortune 50 apps (Netflix, Nike, Disney), boosting engagement 28% to enhance user experience.
- Hosted regular one-on-one sessions with new hires to address any questions and provide guidance on best practices for accessibility compliance.

### **Tower Health – Frontend Developer**

Sep 2019 – May 2020

- Achieved 100% WCAG 2.1 AA compliance for a platform serving 50,000+ patients during COVID-19 while coordinating fully remote cross-functional teams.

### **Independent Consultant – Technical Accessibility SME**

2004 – 2021

- Specialized in NVDA / VoiceOver and iOS implementations across 100+ projects; maintained 100% federal compliance and cut audit turnaround 30%.

## **TECHNICAL SKILLS**

VoiceOver • TalkBack • Narrator • React • React Native • Fable user testing • WCAG 2.2 • Section 508 • CVAA • HTML/CSS/JS • Power BI & SQL • WAI-ARIA • Jira • Figma • Confluence • Tier 2/3 support • iOS/Android accessibility • Dashboard creation • Test plan development

## **CERTIFICATIONS**

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

## **EDUCATION**

Full Sail University – Web Development & Design (2002)

Professional experience accepted as master's-degree equivalency per job guidelines