



# Emily Paterson

## Contact

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## Education

### Michigan State University

2020–2024  
East Lansing, MI

B.A. in Professional and  
Public Writing &  
B.A. in Experience  
Architecture (UX)

*Minors*  
Graphic Design &  
Museum Studies

4.0 GPA - Board of  
Trustees Award

## Skills

### Accessibility

NVDA, Adobe Acrobat,  
WAVE, WCAG 2.1/2.2

### Project Management

Jira/Confluence, Asana,  
Salesforce, Basecamp

### Web Development

WordPress, Drupal,  
HTML/CSS, JavaScript

### Design

Figma, Canva, Photoshop

## Experience

### Accessibility Customer Support Specialist

July 2024 – Present

Macmillan Learning | New York City, NY (Remote)

- Managed the Jira project workflow and WCAG 2.1/2.2 compliance of staff & vendors in remediating 80+ textbook and online courses to create accessible learning materials (PDF/Word, PPTs, image/video descriptions, captions, etc.)
- Resolved & troubleshooted 1,000+ accessibility-related customer requests regarding alternative format textbooks, e-learning products, assistive technologies (screen readers, magnification tools), and Title II compliance
- Designed the wireframes and prototyped an accessibility resource hub site for instructors, which was translated into a redesign of the ML Accessibility page
- Wrote, evaluated, and edited accessibility-related customer support articles, internal training documentation, presentations, and social media posts

### Digital Accessibility Junior Fellow

May – July 2024

Library of Congress | Washington, D.C. (Remote)

- Led staff training initiatives on Section 508 document accessibility through the creation of instructional guides, checklists, and interactive presentations
- Designed and developed a learning game with Figma & ReactJS to teach staff about authoring meaningful alt text using the library's image collections

### Digital Communications & Marketing Intern

Feb. 2023 – May 2024

Teach Access | Lansing, MI (Remote)

- Led training programs and created instructional documents (videos & PDF guides) to teach students about digital accessibility and disability inclusion
- Designed and updated Adobe InDesign documents and WordPress/Figma webpages to advance usability and WCAG 2.1/2.2 accessibility compliance
- Managed daily social media presence (LinkedIn, Instagram, Facebook, & X) by creating social copy and 100+ Canva graphics, increasing total followers by 64%

### User Experience Designer

Oct. 2022 – May 2024

The Cube | East Lansing, MI

- Designed, built, and edited websites for 10+ local Lansing and university clients on various CMS platforms (WordPress, Sitecore, & Drupal)
- Created lo-fi & hi-fi Figma wireframes, site maps, user personas, and style guides

### Visitor Educator & Multimedia Designer

Aug. 2022 – May 2024

MSU Museum | East Lansing, MI

- Wrote, designed, and prototyped the digital learning experience for a student-created mobile game on behalf of a traveling Smithsonian (SITES) exhibition
- Evaluated the visitor learning experience of aforementioned Smithsonian exhibition through intercept interviews, behavioral observations, and surveys