Paul T. Chiou *Digital Accessibility Researcher & Practitioner*

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SUMMARY

Experienced digital accessibility researcher, software engineer, and higher-education accessibility practitioner with 7+ years of expertise in enhancing web, mobile, and digital services accessibility. Currently the Digital Accessibility SME at UC Irvine Libraries, leading ADA Title II and WCAG 2.1 AA compliance for web properties, digital assets, vendor tools, and communication media. Proficient in translating accessibility requirements into workable solutions using QA, issue triage, risk tracking, staff training, and AI-assisted prototypes. Holds a Ph.D. in Computer Science from USC with NSF-funded research, top-tier publications in software engineering and HCI, and a U.S. patent for detecting keyboard accessibility barriers. Merges research, technical skills, leadership, and personal experience with assistive tech to foster inclusive digital systems.

EXPERIENCE

Digital Communications Specialist 3 / Digital Accessibility SME 09/2025 – Present | Irvine, California
UC Irvine Libraries

- Lead ADA Title II accessibility work across library websites, digital assets, vendor tools, videos, PDFs, and email templates.
- Monitor 29 web properties; helped resolve 613 Siteimprove issues and improved the accessibility score from 90.5 to 95.6.
- Manage accessibility tracking for 295 vendor products and 483 digital assets, including VPAT/ACR review, risk evaluation, and remediation prioritization.
- Prototyped AI-assisted accessibility apps for ACR/VPAT review and PDF-to-HTML document delivery to support existing library workflows.
- Coordinated accessibility training and GAAD programming for 130 library staff, including edit-a-thon activities.

Research Assistant, Software Accessibility 08/2018 – 06/2026 | Los Angeles, California
University of Southern California

- Conducted research on automated detection and repair of web and Android accessibility issues, including keyboard navigation, dialogs, reflow, UI scaling, and TalkBack failures.
- Helped secure a $495K NSF grant; contributed to nine top-tier software engineering/HCI publications and a U.S. Patent US12229390B2, "Detecting Keyboard Accessibility Issues in Web Applications".
- Tested 1,000+ real-world web and Android applications and collaborated with 30+ people with motor, vision, and auditory disabilities to understand and improve assistive technology user experience.

Teaching Assistant / Guest Lecturer 08/2018 – 04/2026 | Los Angeles, California
University of Southern California

- Integrated WCAG, inclusive design, and accessibility QA into software engineering instruction for 300+ students through lectures, interactive in-class hands-on activities, exams, and grading rubrics.

SELECTED RESEARCH, RECOGNITION & SERVICE

Selected Research and Service

- Selected venues: CHI 2023 Honorable Mention; ICSE 2023/2024; ESEC/FSE 2021; ICST 2022/2026; ICSME 2023/2026.
- Reviewer/Program Committee service for ASSETS, CHI, TSE, IJHCI, and Assistive Technology.
- Recognition includes the Google Lime Scholarship, ARCS Scholar, USC Viterbi Jenny Wang Excellence in Teaching Award, and CSU Trustees' Award.

EDUCATION, CERTIFICATIONS & SKILLS

Ph.D., Computer Science 06/2018 – 12/2025 | Los Angeles, California
University of Southern California
Dissertation: Automated Detection of Keyboard Accessibility Issues in Web Applications

B.S, M.S. Computer Science 01/2015 – 06/2018 | Pomona, California
California State Polytechnic University, Pomona

Certifications
IAAP Certified Professional in Accessibility Core Competencies (CPACC), DHS Section 508 Trusted Tester

Technical Skills
Java, Python, JavaScript, HTML/CSS, SQL, AWS Lambda, Docker, Git, JUnit, IntelliJ, Eclipse, PyCharm, TensorFlow