

IAN P. PERRAULT

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Summary of Qualifications

- Able to advocate for public transportation and Internet website accessibility
- Familiarity with regulations around ADA compliance, WCAG 2.1 compliance, and public transit agency vehicles
- Proficient with regulations around ADA compliance and public transit agency vehicles
- Fully comprehend the importance of accessibility for fixed route systems and para-transit services
- Excellent verbal and written communication skills
- Capable of researching and compiling information
- Microsoft Office: Word, Excel, PowerPoint, Publisher

Professional Employment

2018 – Present **Cash Management Services, Brookline Bank, Boston, MA**

- Assist the Cash Management staff with a variety of daily and monthly tasks such as downloading reports, emailing staff the downloaded reports, monitoring velocity exceptions, downloading database backups, and downloading monthly activity reports

2016 – Present **Americans with Disabilities Act Specialist, Brookline Bank, Boston, MA**

- Initiated the concept of allowing the use of the AIRA service, which assists people with vision disabilities at Brookline Bancorp
- Developed an ADA web page that includes videos that show me completing tasks, as well as the steps that I consult to complete those tasks
- Make practical recommendations to ensure website accessibility
- Assist in ensuring that Brookline Bank's website, as well as other internal and external bank websites and mobile applications, are accessible to the visually impaired

2021 **Website Accessibility Consultant Lighthouse Payment Services, Boston, MA**

- Assisted in ensuring that the Lighthouse Payment Services website and portal is accessible to the visually impaired

2018 **Website Accessibility Consultant Everett Bank, Boston, MA**

- Assisted in ensuring that Everett Bank's website is accessible to the visually impaired

Public Sector Committee Experience

Committee Member

2012 – 2016 **Access Advisory Committee, Massachusetts Bay Transportation Authority, Boston, MA**

- Serve on the board of the Access Advisory Committee to the MBTA, and attend monthly meetings
- Advise the T on accessibility issues and make recommendations
- Attend meetings of the Rider Oversight Committee, and write monthly reports
- Represent AACT at other committee meetings
- Write reports and submit findings and summations of meetings to chairman

Northeast Conference on Public Administration
George Mason University
Arlington, VA
November 2015

Presented Master's Thesis: *Accessibility of the Boston Subway System for the Visually Impaired*

Internship Experience

2010 **Massachusetts Bay Transportation Authority**, Boston, MA

- Assisted MBTA to comply with the Americans with Disabilities Act; observed and provided reports regarding transportation accessibility
- Reviewed and categorized written complaints i.e. failure to provide services for individuals with physical disabilities

2007 **Smart Growth Vermont**, Burlington, VT

- Researched Vermont transportation systems; composed descriptions with the purpose of preventing urban sprawl and preserving the environment
- Provided public transportation information for the Smart Growth Vermont website

Additional Experience

2012 – Present **Mentor, Perkins School for the Blind**, Watertown, MA

- Provide assistance to students to ensure independence in accessing public transportation

2011 - **Intern, Massachusetts Commission for the Blind**, Boston, MA

- Assisted in editing the Client Assistant Program Information Guide

2009 – 2011 **Radio Show Host, University of New Hampshire - WUNH**, Durham, NH

2008 – 2011 **Research Intern, Institute for Human Centered Design**, Boston, MA

2007 – 2008 **Radio Information Director, Keene State College-WKNH**, Keene, NH

2006 – 2008 **Radio Show Host, Keene State College - WKNH**, Keene, NH

Education

May 2015 **University of Massachusetts Boston**, Boston, MA

Master's in Public Administration

Thesis: *Accessibility of the Boston Subway System for the Visually Impaired*

Related Coursework: Program Evaluation

Related Project

- Interviewed MBTA Program Coordinator regarding the MBTA internal monitoring programs to ensure that customers and observers that travel via subway or bus and ask operators for assistance are able to see if operators will react and comply appropriately

2009-2011 **University of New Hampshire**, Durham, NH

Course work toward Graduate Studies in Public Administration

Keene State College, Keene, NH

May 2008

Bachelor of Arts in English