

Michael Cardillo

Interaction Designer & Accessibility Advisor

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15+ years of experience delivering high-impact digital products in complex enterprise environments.

A hybrid designer-developer who excels in systems thinking, web accessibility, component design, and cross-functional collaboration.

Concordia University, University Communications Services

Interaction Designer & Accessibility Advisor

May 1, 2023 - Present · 2 yrs 7 mos

Lead UX, interaction design, accessibility, and design system initiatives for a university with 50,000+ students, 6,000+ employees, and thousands of web properties across a large AEM ecosystem.

Core responsibilities

- Lead end-to-end design of templates, components, and visual identity guidelines within the enterprise CMS; provide clear design specifications and accessibility requirements to developers
- Translate IA/UX direction and wireframes into refined interface elements, user flows, interaction states, and responsive layouts
- Create design mock-ups, wireframes, prototypes, and layouts for university websites and digital services
- Curate and maintain key sections of institutional websites, ensuring content is accurate, accessible, up to date, and aligned with editorial standards, tone, and publishing schedules
- Evaluate existing web content, layouts, and components created by digital content advisors and the broader publishing community; define and implement improvement plans based on UX and UI best practices
- Develop, implement, and maintain accessibility policies, procedures, and standards; monitor and report on institutional accessibility compliance
- Conduct regular accessibility testing using manual techniques and automated tools (e.g., Siteimprove); provide clear remediation recommendations and implement fixes through code and content updates
- Conduct ongoing UX research, heuristic evaluations, and Hotjar/GTM/Siteimprove analysis to evaluate experience quality and guide feature improvements.
- Contribute to continuous process improvement within the Web Communications team, helping define and evolve workflows, standards, and governance models
- Acted as accessibility advisor to internal teams, guiding designers, developers, and content authors on inclusive design best practices

Key achievements

- Created Concordia's first design system, including tokens, components, accessibility guidelines, and documentation; improved design-dev alignment and reduced project turnaround by 25%.
- Introduced token-based typography overhaul, improving readability, hierarchy consistency, and system-wide governance across AEM, Figma, and the design system.
- Designed and launched the Tuition Fee Estimator, improving usability and accuracy, contributing to a 30% increase in reported student satisfaction, and reducing service inquiries by 40%v.
- Presented at HighEdWeb: Accessibility & AI

Concordia University

Webmaster / Webwriter

Aug 2020 - May 2023 · 2 yrs 10mos

Managed major web transformations across Concordia's digital ecosystem, combining UX, IA, accessibility, and front-end implementation for high-impact academic and administrative sites.

Key achievements

- Led the UX redesign of the Tuition & Financial Aid website, consolidating 70+ pages into a single user-centered subsite; reduced service volume by 35%.
- Major contributor in launching Concordia's intranet, supporting content strategy, IA, UX, front-end dev, and QA —improving staff engagement and internal communications.
- Developed accessibility training for 100+ web publishers, improving institutional compliance and reducing WCAG violations across legacy and new sites.
- Implemented research-driven improvements using analytics, heatmaps, user testing, and stakeholder interviews to uncover pain points and prioritize enhancements.
- Created UX/IA documentation, wireframes, user flows, and technical specs to support dev teams and campus stakeholders.
- Built custom AEM components using HTML, CSS/LESS, and JavaScript, increasing flexibility and reducing dependency on external developers.

McGill University, Bensadoun School of Retail Management

Marketing Officer

Apr 2019 - Aug 2020 · 1 yr 5 mos

Owned multi-channel campaigns, branding, and digital strategy for the Bensadoun School of Retail Management.

Key achievements

- Increased social media following by 383% in five months, driving program awareness and engagement.
- Produced integrated marketing campaigns across digital, print, and event channels, supporting recruitment and fundraising outcomes.
- Managed agency relationships (photography, video, creative) and delivered campaigns for major initiatives including the Global Retail Challenge and Master of Management in Retailing launch.

McGill University, Faculty of Engineering

Social Media Administrator

Education

Detailed Web Accessibility Training

Deque University, Granted February 2025

Professional Certificate in UI Design

UX Design Institute, Granted February 2023

Intro to Web Accessibility

EdX, Granted 2022

BFA, Film Animation

Concordia University, Granted 2020

DEC, Cinema, Video & Communications

Dawson College, Granted 2006

Languages

English (Fluent)

French (Professional working proficiency)

Tools & Technology

Design

Figma (advanced), Webflow, Axure, Adobe Suite (Photoshop, Illustrator, XD, Premier, After Effects, Lighthouse)

Code

HTML, CSS/SCSS, LESS, JavaScript, AEM (JSP/HTL), GitHub

Analytics

Google Analytics, Hotjar, Siteimprove, Lighthouse, Clarity

AI

ChatGPT, Claude, Cursor

Core competencies

UX & Interaction Design

User flows, Prototyping, Wireframing, Usability testing, IA, Heuristic evaluations, Responsive design, Journey mapping, HCI principles, Accessibility-first design, Data-informed UX

Design Systems & UI Architecture

Token architecture, Component libraries, Documentation workflows, Visual standards, UI kits, Figma systems, Vue/AEM component alignment, Governance models, Cross-platform consistency

Accessibility (WCAG 2.1/2.2)

Screen reader testing (JAWS/NVDA/VoiceOver), Semantic HTML, ARIA, Contrast auditing, Keyboard interaction patterns, Accessible form design, Live regions, Pattern remediation

Technical & Front-End

HTML5, CSS3/SCSS/LESS, JavaScript, jQuery Bootstrap 5, AEM (JSP, HTL, CRXDE), GitHub, Webflow, GSAP, Hotjar, Siteimprove, Lighthouse

Product & Collaboration

Agile workflows , Requirements gathering, Roadmapping, QA leadership, Stakeholder facilitation, Cross-functional bridging, Developer handoff excellence, Training & enablement