



PROJECT & PRODUCT MANAGER

Localisation & Accessibility Specialist

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ABOUT ME

Results-driven Project and Product Manager with 10+ years of experience specialising in digital accessibility, localisation, and cross-functional project delivery for public and private sector clients. Expertise in leading end-to-end project lifecycles, from scoping and stakeholder alignment to delivery and follow-up, while ensuring WCAG/EN 301 549/EAA compliance and client satisfaction. Passionate about inclusion, collaboration, and process optimisation to drive impactful, accessible digital experiences.

SKILLS

- End-to-end lifecycle management
- stakeholder alignment
- Agile/Scrum
- process creation
- Tools & Methodologies
- Multilingual project coordination
- Localisation
- WCAG/EN 301 549/EAA compliance
- Team Leadership

WORK EXPERIENCE

Sep 2025 - Dec 2025
De Gruyter Brill, Berlin

Project Delivery Manager

- Spearheaded transition processes post-merger, ensuring seamless integration of workflows and teams.
- Primary contact for long-term clients, focusing on stakeholder management, project planning, and delivery.
- Collaborated with cross-functional teams to align project goals with business objectives.
- Key Projects:
 - Book Production Wiki

April 2023 - June 2025
Eleven Ways, Remote

Team Lead & Project Manager

- Client Delivery: Led accessibility and localisation projects for AXA, DELA, bpost, PostNL, and Belgian municipalities, coordinating teams of QA, developers, designers, and client stakeholders to deliver audits, compliance reports, and multilingual training (NL/EN/FR/DE) on time and within scope.
- Process Improvement: Designed Notion/ClickUp templates and dashboards, reducing onboarding time by 30% and increasing project delivery speed by 20%.
- Team Leadership: Managed a team of 10, conducting 1:1s, peer reviews, and sprint planning to foster collaboration and professional growth.
- Accessibility & Localisation: Ensured WCAG/EN 301 549/EAA compliance for multilingual deliverables and trained teams in 4 languages on best practices.
- Key Projects:
 - GAAD Initiatives: Project Manager for yearly Global Accessibility Awareness Day (GAAD) campaigns, raising awareness and driving internal adoption of accessibility standards.
 - Accessible Flyer Project: Led the creation of a fully accessible version of a physical flyer for Visit Bruges, collaborating with developers and accessibility experts.
 - Accessibility & Inclusion for Machelen City Government: Improving the digital accessibility of Machelen City Government.

Sep 2020 - Mar 2023
ChargePoint, Remote

Localisation Coordinator and QA Manager

- Localisation & QA Leadership: Coordinated localisation processes for product, marketing, and technical content across EU markets, ensuring timely delivery and linguistic consistency (EN/DE/FR/NL).
- Cross-Functional Coordination: Managed internal teams and external vendors to align on timelines, dependencies, and quality standards for parallel releases.

Mar 2018 - Aug 2020	• Accessibility & Compliance: Ensured WCAG 2.1 AA compliance for European customer platforms and translated complex requirements into actionable QA processes. • Process Improvement: Reduced friction between teams and vendors by clarifying responsibilities, expectations, and handoffs, improving transparency and predictability. • Key Projects: ◦ New ChargePoint Driver Web Portal, A full rebuild of ChargePoint's driver portals (US and EU) for 100k+ EV users, focusing on a React-based architecture and WCAG 2.1 AA compliance to ensure accessibility and inclusivity ◦ Launch of Five New Locales. Adding five new locales to both the admin and driver portal
Various Companies, Berlin	QA Manager & Manual Tester • Quality Assurance: Oversaw QA processes for digital products, ensuring adherence to ISO certification standards and accessibility guidelines. • Localisation Testing: Conducted linguistic and functional testing for multilingual projects, ensuring cultural relevance and accuracy. • Client Focus: Worked with e-commerce clients and NGOs, providing tailored QA solutions to meet project-specific needs.
May 2013 - Feb 2018	Customer Care & Customer Service Specialist • Account Management: Served as the primary contact for clients, addressing inquiries and resolving issues to ensure high satisfaction. • Webshop Experience: Gained direct experience in customer support for e-commerce platforms, enhancing understanding of user needs and pain points.
Various Companies, Berlin	

EDUCATION & CERTIFICATIONS

2019 - 2026	Certifications • Product & Project Management Certifications • Advanced WCAG Training • Localisation & Accessibility Certifications
2009 - 2010	C2 Goethe certificate, German Goethe-Institut e.V., Berlin (Germany)
2005 - 2009	Bachelor's Degree in Cultural Anthropology Leiden University, Leiden (the Netherlands)
2003 - 2005	Pre Law (HBO Propedeuse) The Hague University of Applied Sciences, The Hague (the Netherlands)

LANGUAGES

- English: Native
- German: C2
- Dutch: Native
- French: Beginner