

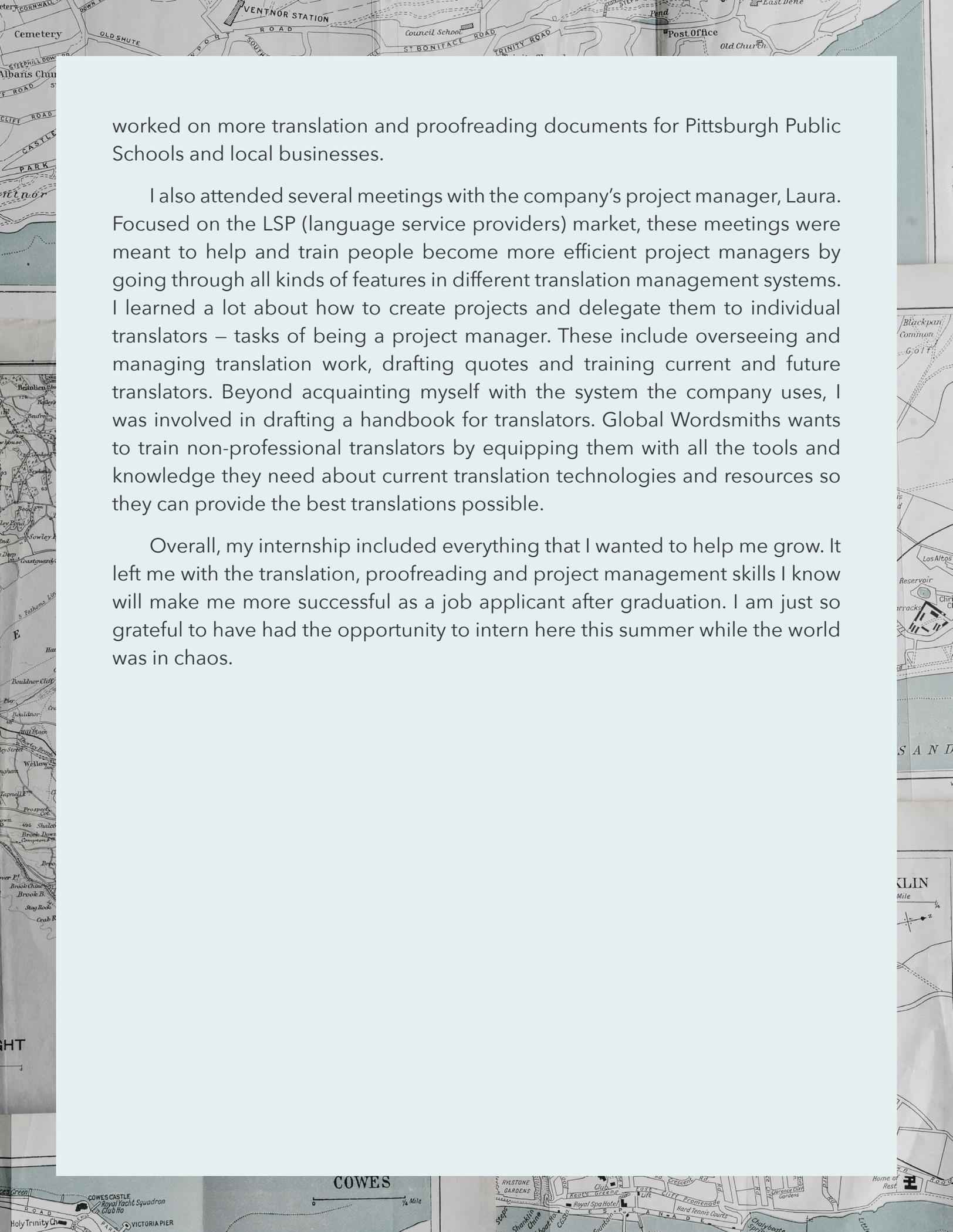
# Qianru Bao Reflects on Internship at Global Wordsmiths

This summer, I spent about two months interning at a company called Global Wordsmiths, which provides language accessibility infrastructure in the Pittsburgh Area. The company offers language translation and interpretation to help these services become more widely available. Thus, Global Wordsmiths reduces language access barriers by helping nonprofits and service providers afford the costs of translation, by teaching service providers about the importance of language accessibility and by providing fair-cost and high-quality translation and interpretation services. Last but not least, the agency improves language access by donating profits and training volunteers as well.



Before starting this internship, my initial goal through this experience was to hone and establish the skills required or preferred when seeking a full-time job in today's competitive job market. Knowing translation would be a big part of my internship, I also wanted to look at the company's different roles and get to see how a company in the real world operates, especially during this trying time of Covid 19.

It turned out that this internship has been such a growing experience for me. I've learned the value of providing translations alongside managing translators and clients. I started working on my first translation assignments (from English to Chinese) right at the beginning, which were documents from Pittsburgh Public Schools about 'Early Intervention' for local education agencies, its students and their parents. I had never translated anything related to Individualized Education Programs (IEPs) before, so it was a learning experience for me to figure out the terms and discover what the forms meant and intended to address. Later on, I



worked on more translation and proofreading documents for Pittsburgh Public Schools and local businesses.

I also attended several meetings with the company's project manager, Laura. Focused on the LSP (language service providers) market, these meetings were meant to help and train people become more efficient project managers by going through all kinds of features in different translation management systems. I learned a lot about how to create projects and delegate them to individual translators – tasks of being a project manager. These include overseeing and managing translation work, drafting quotes and training current and future translators. Beyond acquainting myself with the system the company uses, I was involved in drafting a handbook for translators. Global Wordsmiths wants to train non-professional translators by equipping them with all the tools and knowledge they need about current translation technologies and resources so they can provide the best translations possible.

Overall, my internship included everything that I wanted to help me grow. It left me with the translation, proofreading and project management skills I know will make me more successful as a job applicant after graduation. I am just so grateful to have had the opportunity to intern here this summer while the world was in chaos.