

### **Do yourself a favor and don't work here**

What a displeasure it is working here. Utterly pathetic. I would not recommend working here to my worst enemy. I had a more fulfilling and stimulating job when I was working in a factory.

- I was originally signed up to translate a specific field, and over my 6 or so months working here I have only received one project that actually matched my specialization. Then they complained about my translations not being good enough (of course they weren't, I had little to no experience in the fields I had to translate)

- The typical workday looks like this: You start the day and maybe get a job to do. If you're lucky, you don't get one and you can work on other projects, the day not feeling like torture. If you do get a job, it may be taken by someone else before you even get a chance to check it out.

- There's no difference if you're translating a textbook or a legal text. It's all subpar, PATHETIC USD0.03-0.04 per word. They don't care if you set your acceptable rates when you were first onboarded, you're getting poverty rates no matter what. I was paid more doing second-hand translation at an internship when I was in college. I earned more when I worked one hour daily part-time stocking shelves in a supermarket when I was a teenager with no experience and no education.

- Your translation is expected to be 100% perfect without a single problem. On the first try. Everything under 100% accuracy is considered "failure". So you're getting paid to translate while also being expected to do QA and proofreading, with a deadline that will only give you enough time to translate half the job properly. So you have to cut corners and lay in cold sweat, not knowing if what you did is considered satisfactory.

- The jobs you get are oftentimes mislabeled or not labeled at all. You might receive something called a "translation/proofreading/QA" job, the description saying that it's a translation job, but then turning out to be a proofreading job when you're halfway through and something feels off.

- You're expected to be your own unpaid QA. After you complete the job at well below poverty wage for even in a third world country, they sometimes have the audacity to send you the final product for review. And of course, you're not getting paid for this. It's like their QA team doesn't even exist. The product they send you for review doesn't even have the results of the QA implemented)

- You might sometimes get job assignments in the form of info e-mails for the project manager, leaving you questioning what you are even supposed to do. Or whether you were given a mystery promotion (you weren't. There is absolutely no career advancement to be had here.)

- The ways in which your word count is calculated is cryptic. You could receive a 3000-segment-long job without a translation memory and subpar machine translation and it would only be considered 500 words.

- The onboarding training is completely useless. Sure, you will learn how to install their translation program and learn how to translate a very basic and rudimentary file, but the actual jobs you get are a completely different story. It's like being taught how to ride a kiddy bike and then being expected to drive a tank.

- Management is laughable. They routinely forget to send you valuable information and forget to give you access to tools you're required to use if you're hoping to conform to their ridiculous standards. At least they're sometimes quick to respond. But then again, when you ask them about your ridiculously low rates, they ignore you.

- Their CAT software is a joke. If you want to use the hotkeys, you have to perform a finger-

breaking ballet dance on your keyboard (you can change them, but it's buried in submenus. The hotkey-changing dialog doesn't even have a search function, and the hotkeys are not sorted alphabetically). The "remember my choice" fields NEVER work, so every time you're doing a search, it asks you at least once if you want to confirm your addition to a segment (even if all you did was merely open it and didn't change anything). You're only shown one translation memory match at a time and there's no way to cycle through them (compared to unlimited hits in, let's say, Trados Studio). Concordance search does not allow you to jump to the match. It doesn't even check spelling on-the-go. You need to generate a report using another software of theirs, which will then tell you that you've made a mistake, and even tell you in which file. But not the segment number itself, so you have to use the unusable search function and then spend up to an hour fixing false positives.

- Their "QA" software (which isn't even good at checking quality. Its only job is to throw rows upon rows of false positives at you. Did I mention I was only paid for translation, but was expected to do unpaid QA and proofreading, too?) is completely broken on high-DPI screens. On my 4K 13-inch laptop screen, it's about 7x7 centimeters large and each line of text is about 0.3 millimeters.

- I did multiple jobs that straight-up were not even registered for payment. When I asked management about this, I received no response. So they still owe me about USD100 in unpaid jobs. Plus more in overdue invoices.

I wish I never even started working here. When I joined, even with multiple years of previous experience, I loved translation. Now I'm thinking about going back to working at that factory and never translating anything again.