



Cooperative Education Report

Crafting a Seamless Multilingual Experience: A Project Management Internship at Andovar Localization Services

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Title: Crafting a Seamless Multilingual Experience: A Project Management Internship at Andovar Localization Services

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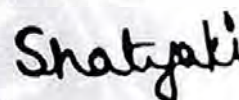
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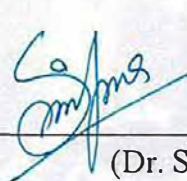
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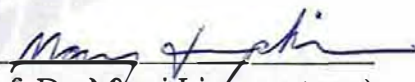
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The cooperative education program has been an invaluable part of my academic journey, providing a bridge between theoretical knowledge and practical experience. This program has allowed me to immerse myself in a real-world work environment, understand organizational dynamics, and develop essential professional skills required to pave my future career in the field of project management. Participation in such programs is crucial for students, as it not only enhances learning but also equips them with the confidence and practical insight needed to transition successfully into the workforce. My internship with Andovar allowed me to successfully do so; therefore, such an opportunity should be taken by the students of Siam University to bring out their best.

I would like to express my sincere gratitude to Andovar for providing me with the opportunity to undertake this internship and gain hands-on experience in the project management field of the localization industry. I am especially thankful to my supervisor, Shatyaki Singh Bohra, Director of Project Management, for her guidance, support and confidence in my abilities. Her mentorship enabled me to work effectively with various teams, take on responsibilities and pave my own path within the organization. Additionally, I would like to extend my heartfelt gratitude to all the mentors and senior colleagues, from all branches of Andovar, who guided me to do my best, encouraged me to be more confident with my decisions and who were always willing to share their knowledge with me. Thank you to the Andovar team for giving me this opportunity.

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ABSTRACT

This cooperative education report combines real-world work experience with the outcomes of a 20-week internship at Andovar, an international localization and media services company. The main objective of the internship was to gain valuable insights into the project management department while bridging academic knowledge with professional practice in a multicultural setting. During the internship, the focus was on developing project coordinational skills, understanding localization workflows and supporting cross-functional collaboration across departments with some key responsibilities ranging from managing stakeholder communication to financial aspects. In addition to these responsibilities, the internship also led to the identification of certain challenges in the onboarding process for interns, particularly regarding clarity, training materials and tool usage. As a result, a study was conducted with the aim of evaluating the effectiveness of the existing onboarding process, identifying gaps and challenges faced by interns and project managers, proposing a structured onboarding manual to standardize workflows and improve efficiency. The findings of the study indicate that a comprehensive playbook with step-by-step instructions, role-specific examples, and FAQs could significantly reduce repetitive guidance, increase intern confidence, and even streamline integration in the company's workflows. Through this process, practical skills were gained in project management, knowledge documentation and organizational efficiency - skills essential for future professional growth in the project management field.

Keywords: Andovar, Localization Services, Onboarding Process, Project Management, Cross-Cultural Work Environment

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Chapter 1: Internship Overview

1.1 Company Profile



Figure 1: Andovar - Company Logo

1.1.1 About Andovar

Established in 2007, Andovar is a dynamic, globally recognized localization and language service provider (LSP) that enables businesses from various industries to connect with the international markets through culturally resonant content. With headquarters in Singapore, Andovar began its journey as a modest team in Bangkok, with merely 8 employees and 1 studio, before growing into a multinational enterprise with production hubs and offices in Thailand, India, Hungary and Colombia.

The company specializes in delivering end-to-end localization solutions that go beyond simple translations by specializing in providing turnkey solutions for complex media projects. From translation to voiceovers, subtitling and integration to even quality assurance testing, Andovar offers services across various platforms - websites, applications, software, documents, marketing, multimedia - making the company a one-stop partner for multimedia and multilingual content adaptation.

Andovar works closely with its clients in industries ranging from gaming, eLearning, MarCom, eCommerce and tech, with more focus on media-rich projects that require Andovar's linguistic expertise and technical precision. The localization company has positioned itself at the intersection of local cultural fluency and global scalability, enabling businesses to maintain its brand identity while reaching diverse audiences by adapting content to suit customers across the globe.

In a competitive industry - in terms of a rapidly changing environment - what distinguishes Andovar from others is the ability to blend human creativity with advanced technologies, including specialised voice actors, AI-generated voiceovers and cloud-based workflow platforms. The competitive advantage that Andovar has, allows the company to remain competitive in a fast-evolving industry due to its commitment to continuous innovation.

1.1.2 Andovar's Mission

Andovar's mission is to empower the global businesses by delivering high-quality content and localization solutions that will enable clients to effectively communicate with diverse audiences. Through a combination of Andovar's advanced technology, expert project management, and a global network of linguistic professionals, Andovar strives to provide services that are accurate, culturally relevant and tailored to the unique needs of each client.

1.1.3 Andovar's Vision

Andovar's vision lies in the aim to become a leading global provider of end-to-end localization and multimedia solutions, while being recognized for its innovation, scalability, and customer-centric service. By continuously adapting to the rapidly evolving demands of global industries, Andovar aims to bridge the communication gaps and support organizations in building bridges through meaningful connections with audiences worldwide.

1.1.4 Andovar's Core Values

At the heart of Andovar's organizational culture are 5 foundation core values that help in shaping the company's internal behaviour, leadership experience and even delivery of the services offered. These values act as a practical guideline that influences everyday decisions, team dynamics and long-term strategic growth. As a global company with a presence in multiple continents, Andovar places significant importance on cultivating a workplace that is not only flexible and goal-oriented but also ethical and inclusive.

- Empathy

“We ask why, we listen, and we act.” At Andovar, empathy is deeply embedded into the company’s team culture. The company encourages employees to speak up, to genuinely listen, to put effort into understanding each other, and respond thoughtfully to one another, regardless of hierarchy or role. The value helps in promoting an environment of open communication, including the process of conflict resolution and positive interactions, managed with sensitivity where feedback is welcomed and encouraged. This helps in fostering a psychologically safe environment where team members feel heard and respected, especially when considering that Andovar is a company that deals with multicultural teams and global clients, ensuring that the cultural and interpersonal differences are tolerated and embraced.

- Inclusiveness

“We cherish diversity, strive for equality, and respect one another.” For a company in a multicultural setting, the diversity and inclusivity are central to Andovar’s global ethos. At Andovar, there are multicultural individuals in all the offices around the world - Singapore, Thailand, India, Colombia, and Hungary - with the company recognizing that the cultural, linguistic, and social differences must be acknowledged and respected. With such diversity in the workplace, Andovar enforces non-discrimination policies across its offices in order to ensure that equal opportunities are presented to everyone. Furthermore, Andovar also aligns itself with international practices by implementing universal procedures, including standardized communication channels and project workflows, while continuing to respect and take into consideration local customs and cultures.

- Empowerment

“We provide flexibility and we give trust.” The relationships within Andovar’s workplace is based on building trust-based workplaces by granting employees autonomy over their own responsibilities. In order to successfully implement and empower employees, the company doesn't enforce any strict rules or micromanaging, but instead, Andovar puts its trust in the employees to take ownership of their work. This philosophy can be reflected in policies set by Andovar such as flexible working hours, remote work options to better suit employees’ needs and even avoiding the enforcement of dress codes in order to

allow employees to express themselves freely. This culture of empowerment, supported by the policies, is done to increase job satisfaction, promote initiative-taking, and encourage accountability across all levels and departments.

- Integrity

“We enforce ethical practices internally and externally.” Andovar upholds high ethical standards across all operations and dealings, with clients and vendors, by ensuring privacy and confidentiality is upheld with the highest priority. The company prohibits salary disclosure, comparison of remunerations, spreading false rumors, or breaching client confidentiality. These policies ensure that a trustworthy and respectful workplace environment, where professionalism is the norm, is set.

- Curiosity

“We embrace change and we crave continuous learning.” As a company that is operating in a constantly evolving localization and technology industry, Andovar promotes a culture of continuous learning, innovation and adaptation by striving to enhance and refine skills in order to develop new ones. In this sense, employees are encouraged to acquire new skills, stay updated with industry trends and embrace the new tools or platforms implemented within the organization, all to support the mission and goals. This core value ensures that the company remains adaptable and forward-thinking to meet various clients with agility and creativity.

1.1.5 Andovar’s Locations

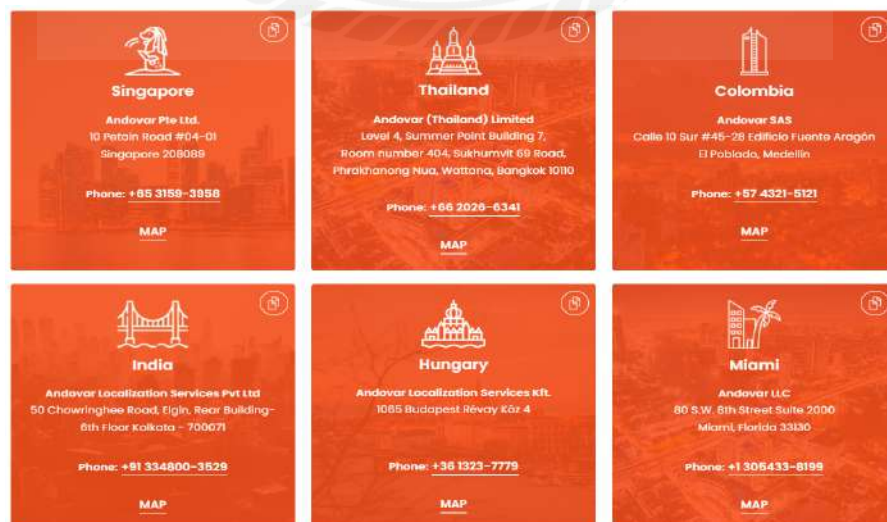


Figure 2: Andovar - Company Locations

1.2 Services Offered by Andovar

1.2.1 Translation and Localization Services

- Website Localization: Adapt UI, content and SEO
- Software Localization: Translate and format applications and platforms
- Document Translation: Handling technical documents
- Game Localization: Translating scripts, UI, voiceovers and in-game assets
- eLearning Content Localization: Localize training materials and simulations
- MarCom Localization: Translate campaigns, releases within cultural context
- Legal and Financial Translation: Render contracts and policies
- E-Commerce Localization: Translate product descriptions, user review and processes

1.2.2 Multimedia and Audio Services

- Voiceover Recording: Professional voiceovers using native speakers
- Dubbing: Adapt audio tracks to match mouth movements
- Subtitling and Close Captioning: Generate time-coded subtitles in multiple languages
- AI Narration: Text-to-Speech Solutions
- Audio Mixing and Mastering: Clean and synchronized audio tracks for media
- Media Integration: Integrate localized media forms including text, audio and visuals into final deliverables across formats.

1.2.3 Engineering and Technology Services

- Localization Engineering: Preparation of source files, scripting and file conversion for translation
- Testing, QA and LQA: Error identification in translated content and ensure correct performance of localized content
- Content Integration: Integrate audio, text or visuals into various platforms
- Transcription services: Convert audio and video into written scripts
- Desktop Publishing (DTP): Adjust layout of translated materials to preserve original intention

1.2.4 Project Management and Support Services

- Turnkey Localizations Solutions: Manage entire workflow from client consultation to final delivery
- Resource Management: Sourcing, testing and coordinating freelance linguists and voice talents in various native languages
- Vendor and Client Communication: Maintain multilingual communication and service coordination
- Data Management and Confidentiality: Ensure all client content and assets are handled with confidentiality

1.3 Industries Managed by Andovar

1.3.1 eLearning and Training

- Andovar supports by localizing corporate training courses, compliance modules, academic programs and even eLearning simulations. The company helps in providing a range of services from translation, voicer, subtitling to integration services to ensure that the training content is accessible and engaging in multiple languages and contexts.

1.3.2 Gaming and Interactive Entertainment

- Within the gaming industry, Andovar delivers full-service localization, from script translation, audio dubbing to subtitle creation in order to ensure a seamless and immersive yet culturally accurate experience for players across global markets.

1.3.3 Technology and Software

- Andovar provides software and in-app localization services that covers user interfaces, helps documentation, developer tools and integration. The workflows ensure a seamless adaptation of digital products, maintaining both functionality and user experience across languages and platforms.

1.3.4 E-Commerce and Online Retail

- To support online retailers with their global expansion, Andovar localizes product listings, reviews and shopping interfaces to enhance user engagement, increase conversion rates but also to ensure that there is consistency in branding across diverse consumer markets.

1.3.5 Marketing and Advertising (MarCom)

- Andovar specializes in adapting promotional materials, campaigns, and brand messaging to suit local cultural preferences and context. This involves a full service multilingual marketing communications solutions from transcreating websites to slogan adaptations and localizing production to maintain brand identity across regions.

1.3.6 Corporate Communications

- The company also supports internal and external corporate communications by translating a range of documentation from HR documents to company policies, executive messages and even training videos. Andovar ensures that multilingual stakeholders receive clear and professional content that aligns with the organization's tone and goals.

1.3.7 Legal and Financial Services

- Andovar offers high-accuracy translations for contracts, legal documents, materials and financial statements with strict confidentiality and terminology management to ensure proper compliance and clarity.

1.3.8 Healthcare, Life Sciences and Medical

- Andovar's localization services extends to medical device documentation, clinical trials materials and information leaflets while ensuring a strict accuracy standard and domain-specific terminology to support safety and compliance.

1.3.9 Tourism and Hospitality

- The localization services extends to travel websites, booking platforms, promotional content and guides to help travel brands deliver seamless multilingual experiences to international customers while enhancing customer satisfaction and brand loyalty.

1.3.10 Education and Academics

- The service supports online learning platforms and educational publishers by localizing curricula, courses, assessment tools and even learning applications which enables educational institutes to reach a wider audience with inclusive learning experiences.

1.3.11 Media and Broadcasting

- From subtitling to dubbing to transcription and even voiceover services for video content, including TV shows, films and other forms of media,

Andovar helps media producers distribute content across global markets with a cultural and linguistic precision.

1.3.12 Automotive

- Andovar supports the automotive industry with translations of their technical manuals and product specifications to ensure that both the end-users and internal teams understand complex automotive systems and safety protocols.

1.3.13 Telecommunications

- Localizations in the telecommunications sector include marketing content, support documentation, guides and user interface materials to help engage diverse audiences and deliver consistent messaging across international markets.

1.4 Strategies of Andovar

1.4.1 One-Stop Media Localization

As a well-reputed localization service company, Andovar's extension, Andovar Studios, delivers a fully integrated and end-to-end media localization service, catering to a wide range of formats. From animations, to eLearning, gaming, and even marketing content, Andovar provides everything in-house - ranging from transcription, translation, subtitling, dubbing or voiceovers, video editing, rendering and even quality assurance before final delivery. (Andovar Studios, n.d.)

- **High-Capacity Media Facilities:** With 140 full-time creative staff, Andovar's access to over 1,000 voice actors and production that supports over 80 languages, Andovar Studios ensures capability at scale with top-tier quality production. (Andovar Studios, n.d.)
- **AI-Augmented Pre-Production Process:** One of Andovar's features is its access to powerful AI tools, which efficiently recognizes over 30 languages and accurately transcribes and even reviews videos for timecoding workflows. The whole process is followed by human review for precision and compliance with client guidelines. (Andovar, n.d.)

- **A-Grade Audio Production:** With in-house studios and affiliate facilities across the globe, professional voice recording and media localization is offered with proper direction, lip-syncs and picture-sync dubbing. (Andovar Game Localization, n.d.)
- **Unified Project Oversight:** Experienced localization managers, or project managers, oversee every phase to ensure consistency, quality and seamless on-time delivery to build and nurture every relationship. (Andovar Game Localization, n.d.)

Andovar's one-stop model eliminates the need for clients to engage multiple vendors, assists with streamlining vendor management, significantly shortens timelines, and ensures cohesive quality across diverse formats.

1.4.2 Multilingual Content Generation Powered by AI

Andovar's Multilingual Content Solution uses a combination of advanced AI, language models and experienced human editors to bring out the best content in over 100 languages across all key content types ranging from articles and blogs to product listings and even presentations and client-specific formats.

- **AI-Generated Content:** The initial content draft is generated by the translation memories (TMs) and termbases within Andovar's systems, allowing rapid generation of output.
- **LLM Content Filtering:** The advanced Large Language Models (LLMs) can detect and isolate sections of content best suited for machine translation, which further helps in drafting the initial translation.
- **Human-in-the-Loop:** With AI generating the initial translation tasks, Andovar's team of human experts now focus on editing, reviewing, and validating the machine translations and the LLM suggestions, ensuring high-quality output and further refining LLMs and Andovar's language models.

1.4.3 Global Reach and Follow-the-Sun Operational Model

With a distributed global presence through operations across 6 global offices - Bangkok (Thailand), Singapore, Kolkata (India), Budapest (Hungary), Miami (USA) and Medellín (Colombia) - Andovar enables the true 24/7 service, delivery and responsiveness. This footprint supports a follow-the-sun model, incorporating multiple offices across time zones to ensure 24/7 coverage and faster turnaround.

- Round-the-Clock Project Hand-offs: Andovar’s translation, localization and media integration workflows flow seamlessly between offices in local timezones, boosting turnaround and providing constant coverage. With most projects being handled by members from various time zones, the project hand-offs allow the projects to be picked up across shifts to ensure that the workflow continues to progress and be delivered to the client in a timely manner.
- Massive Regional Talent Access: Andovar’s network expands to over 10,000 qualified translators, editors and voice artists ranging across the over 200+ language pairs and 100+ languages. This allows Andovar to support enterprises across multiple industries by helping them stay ahead of the competition.
- Parallel Localization Streams: With major projects having hard deadlines and localization requests of several languages together, various Andovar teams work concurrently on different language versions to eliminate the workflow bottlenecks; thus, various language versions are localized simultaneously to slash project timelines and to ensure continuous workflow within the schedule.

1.4.4 The 4 Pillars of Localization Success - Process

“Process: Implement Scalable Processes Organization-wide”

Andovar’s priority lies in establishing robust localization processes by drawing on decades of managerial experience to handle processes like terminology management to testing; thus, Andovar emphasizes on the enterprise-grade operational rigor through standardized and automated localization workflows across the global client base.

- TMS-Driven Automation: Andovar uses cloud-based systems such as Memsource, which includes features like AI machine translation and translation memory, enabling Andovar to deliver high-quality multilingual content while keeping check of version tracking, QA and reintegration into the original file type.
- TM and MT Efficiency: The employment of translation memory and terminology databases avoids redundant translations in a project, enabling internal consistency and reducing cost. While the machine translation uses the translations saved in the database from works over time to translate content efficiently.
- Quality Control: Andovar undergoes a thorough selection and screening process to only onboard the most qualified localization professionals, while continuously using Quality Metrics to score content by accuracy, fluency, locale-appropriateness

and formatting. These Quality Metrics ensure the quality of work does not deteriorate overtime, further driving continuous improvement and standardization.

1.4.5 The 4 Pillars of Localization Success - Planning

“Planning: Integrate Localization into Strategy”

While localization done by Andovar is highly efficient, the localization company also helps clients with planning and budgeting a detailed strategy to plan out costs and schedule deliverables. This specific step is not an additional or external step, but instead, it is built into the initial stage with the client.

- **Consultancy Services:** Andovar assists clients in creating a roadmap, estimated cost models, workflow processes and timeline to ensure alignment with the client’s requirements. This planning alignment does not only benefit the client but also the teams to work on the project as it enables early involvement, clarification and a smoother localization delivery.

1.4.6 The 4 Pillars of Localization Success - Technology

“Technology: Deploy Best Technology for Your Business”

Andovar adopts a best-of-breed approach combined with proprietary innovations including the large language models. The agile development program of Andovar not only adopts the industry-leading technologies but also creates and integrates their own innovations to stay on the forefront of the industry.

- **Adaptive Workflows:** Andovar understands the different content types and languages have different requirements for unique workflows with some content requiring rigorous vetting and others befitting faster processes. The same concept can be applied for languages where language compatibility with machine translation varies from language-to-language, with some demanding more of the linguist’s attention and others requiring minimal human involvement.
- **Proprietary Safeguards:** Andovar’s commitment to innovation and quality is matched by the company’s dedication to security. Proprietary safeguards, feedback loops and security controls ensure that the AI and LLM outputs are precise and all processes are secure all throughout.

1.4.7 The 4 Pillars of Localization Success - Roles

“Roles: Dedicated Resources and Centralized Procurement”

Andovar guides the dedicated resources to build the localization efforts on a solid foundation by establishing a central procurement model aligned with the client's processes, planning and technology. The structured roles during the process and centralized asset control will help bring the best out of the localization efforts.

- Centralized Assets: The termbases, translation memories, style guides and even glossaries are managed to guarantee consistency across all projects and regions by ensuring the translations stay true to the content to be put out on a global reach.
- Dedicated Teams: Andovar's clients are assigned experienced project managers, editors, linguists, voice directions and even quality reviewers aligned with the requirements of the client. The team consists of both professionals from Andovar's internal staff and professionals connected via Andovar's network.

1.5 Organizational Structure at Andovar

1.5.1 Andovar's Organizational Structure

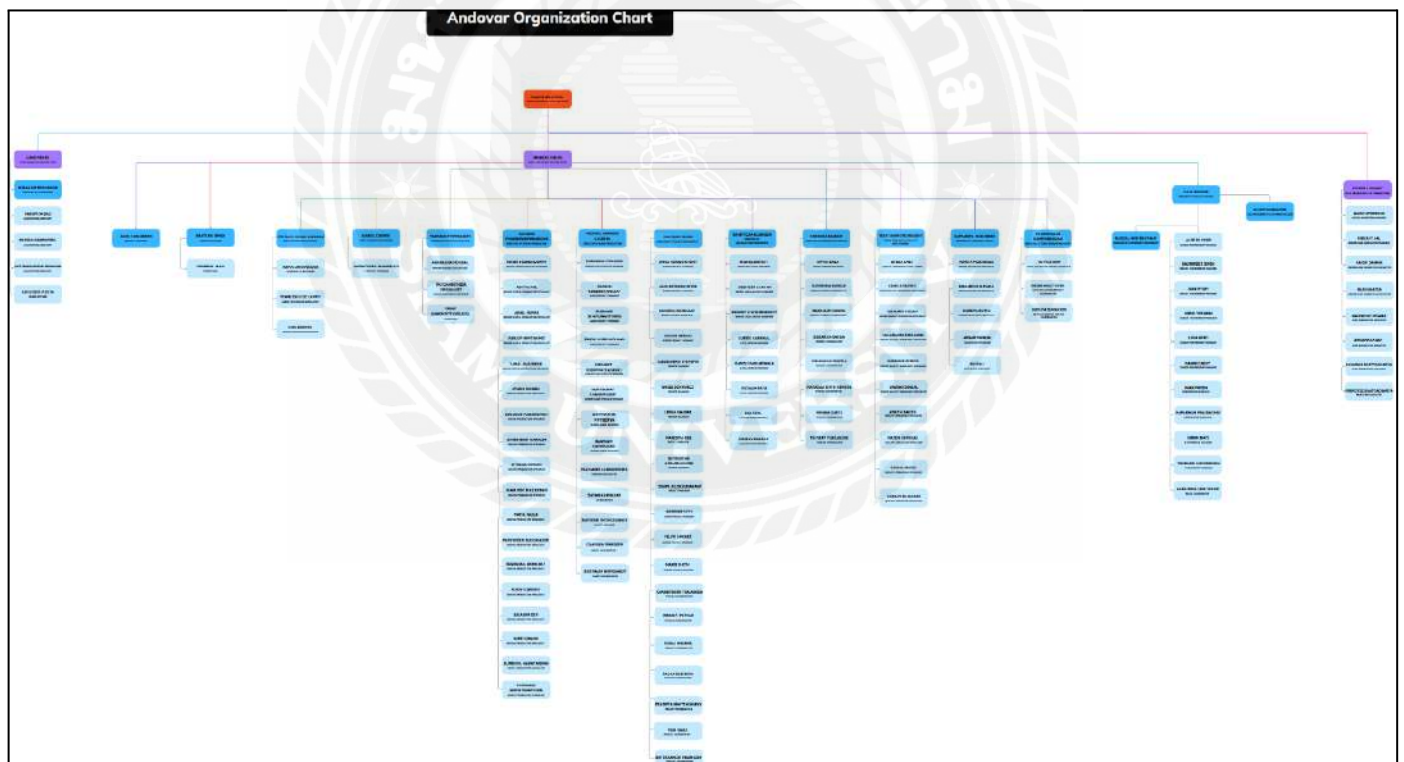


Figure 3: Andovar - Organizational Structure

Andovar's Organizational Structure is designed to support the company's role as one of the leaders in localization and multimedia services. Each department plays a specialized role, working in close collaboration to deliver seamless solutions to clients across diverse industries. From technical engineering and

production to project management and vendor support, the structure ensures a seamless process resulting in an efficient and high-quality production. Below is a brief overview of the key departments and their responsibilities:

- Accounting: Manages the financial operations, billing and payment processes
- Information and Technology (IT): Provides technical support, infrastructure management and security
- People Operations: Handles recruitment, training and employee engagement
- Digital Production: Oversees multimedia content creation and adaptation
- Audio Production: Manages voiceover, dubbing, and audio localization for multilingual media
- Project Management: Coordinates end-to-end project execution, ensuring timelines, budgets and client requirements are met
- Localization Engineering: Prepares and processes source files, ensuring compatibility with translation tools and workflows in Andovar
- Vendor Management: Sources and supports linguists and vendors across multiple languages and services
- Quality Assurance: Ensures deliverables meet client specifications in terms of formatting standards and sustainable project rates
- Strategic Pricing: Develops pricing models and cost structures to ensure competitive and sustainable project rates
- Data Collection: Manages the gathering, annotation and validation of datasets for AI and ML projects
- Sales Strategy and Enterprise Partnership: Builds and manages client relationships, securing new project opportunities
- Marketing: Promotes Andovar's brand, services and global presence

1.5.2 Job Position of Intern

As a Project Management Intern at Andovar, I was positioned within the Project Management department, responsible for overseeing the end-to-end execution of localization and multimedia projects. As an intern, my direct supervisor during the internship was Shatyaki Singh Bohra, the Director of Project Management, based in Kolkata. While my supervisor assigned my new projects to handle, my role further expands to supporting the PM team in coordinating workflows, managing linguist assignments, performing quality assurance checks, and assisting with administrative tasks

while also communicating with the clients. As a multicultural organization, I worked with Project Managers and Project Coordinators from various Andovar branches, assisting them with the coordination of tasks to ensure that the project was executed in a timely manner.

1.5.3 Job Position Shown on Organizational Structure

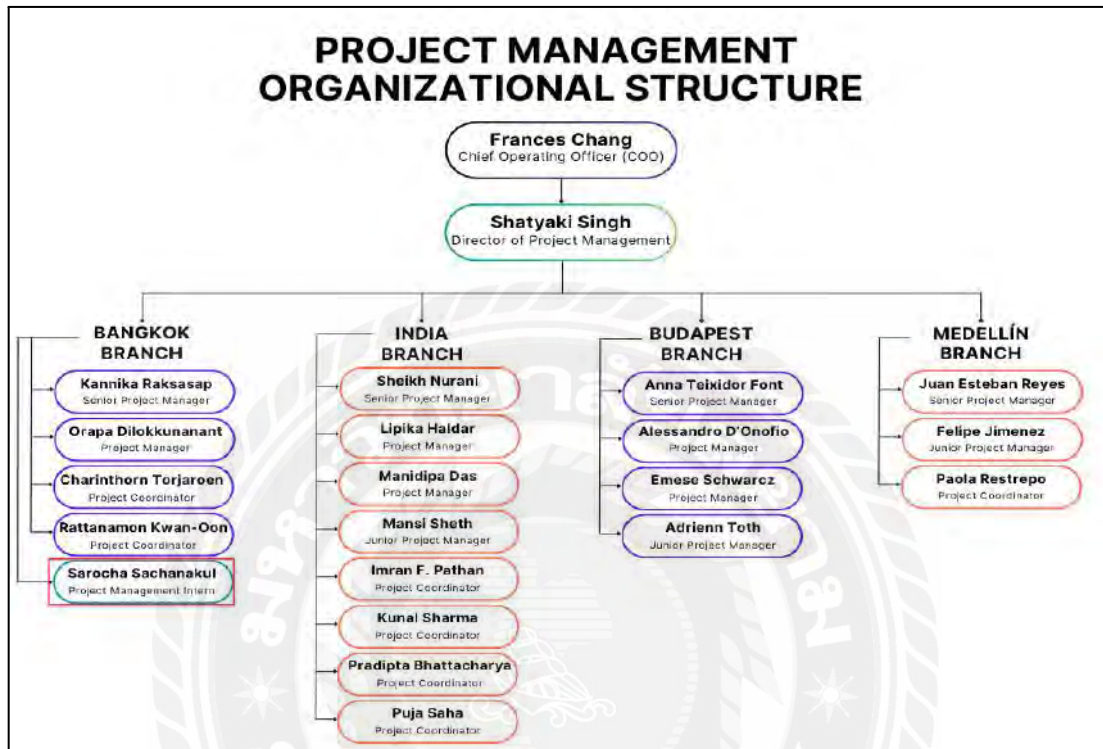


Figure 4: Andovar - Organizational Structure of Project Management Team with Intern Position

1.6 Intention and Motivation to Apply at Andovar

The decision to apply for an internship at Andovar Thailand was driven by a combination of professional curiosity, personal passion and strategic academic goals. In an increasingly interconnected modern world shaped by rapidly increasing globalization and immersion into cultural diversity, the role of localization has become much more significant than ever. Initially, I was drawn to Andovar because of its multicultural work setting and ability to work with a wide range of industries all across the world, but further research into the company shone light on Andovar's position at the forefront of global content adaption and in helping businesses bridge linguistic and cultural gaps through its cutting-edge localization solutions, almost like a strategic gateway into the global content industry.

As an International Business Management student, who previously had experience working in a multicultural setting, and a student with a newfound passion for project management, I quickly become fascinated by the workflows, detailed execution and cross-functional collaboration between teams despite significant barriers like time-zones and cultural differences. Andovar's reputation for driving diverse and large-scale projects across varying industries, ranging from eLearning to gaming and even to legal and financial industries, made Andovar's work environment the perfect setting, as a curious individual, to explore this newfound passion and hopefully pave my career path. The company's ability to consistently innovate while managing various multilingual and multimedia-driven projects appealed to my desire to learn in a fast-paced and forward-thinking environment.

Andovar's multicultural team structure, the reason I was initially interested in Andovar, was a major reason I chose Andovar for my internship. Having the opportunity to work with colleagues from various backgrounds - across locations in Thailand, Singapore, India, Colombia and Hungary - not only shows how the company continues to foster open-mindedness within the organization, but this also shows invaluable insights into how international teams can collaborate to achieve common goals successfully. This notion made me believe that working in such a diverse environment will inevitably broaden my perspectives, enhance problem-solving skills and nevertheless encourage my adaptability and flexibility - skills critical for a project manager.

Furthermore, as a student who had grown to find interest in the glocalization aspect, as part of the various courses, I was highly motivated to understand how localization extends beyond just translation, from how it involves cultural adaptation and technical integration to quality assurance and market relevance. This internship has allowed me to witness firsthand how localization strategies can be adapted and used to transform various forms of global content into culturally resonant experiences, whether they are for software applications, games, educational platforms or even merely just documentation or publications.

The organization's workflow processes aside, Andovar's commitment to its core values - such as Curiosity, Empowerment, and Inclusiveness - personally aligned with my ethos as an individual. An organization may have impeccable work ethics and strong drive for

deriving the best outcome; however, knowing that the company encouraged ownership, continuous learning and respectful communication, to avoid misunderstandings, allowed me to understand that those values are what contributes to the flexible and collaborative work culture that pushes all to work harder and also what contributes to a comfortable work environment where juniors and seniors alike are free to input their opinion or take lead for projects. I saw all these considerations as a chance, not only to contribute, but also to grow both professionally and personally. I sought a company that would challenge me to think critically, communicate effectively, and take initiative.

Andovar's reputation for high-quality multilingual localization, innovative use of AI technologies and diverse international clientele allows the company to immediately stand out unlike traditional localization firms that solely focus on translation. Andovar's comprehensive approach - from multimedia integration and AI voiceovers to large-scale localization projects - matched my ambition to work in a future-forward and innovative environment. Meanwhile, being an intern in the Bangkok branch of Andovar - the heart of Andovar's multimedia production capabilities and collaborative team structure - gives me an opportunity to learn firsthand and actively contribute to global projects in collaboration with the branches in Singapore, India, Hungary and Colombia.

This internship is the perfect opportunity to bridge academic theory with practical execution by bringing projects to life simply by managing resources, coordinating teams, tracking timelines, and most of all, ensuring that the projects are localized across multiple languages and regions. Applying to Andovar Thailand was not just an opportunity to work and experience as an intern but also an opportunity to be part of a meaningful learning experience with real-world impact. A desire to work at the intersection of language, technology and execution of localizations projects, especially in an organization that embraces diversity, values innovation and delivers solutions flawlessly, fueled my motivation to join Andovar as an intern to allow me to take a transformative step toward my newfound passion in the career line of project management.

1.6.1 Objective of the Internship

The motivation behind joining Andovar lies in the opportunity to bridge academic knowledge with real-world professional experience in the field of project management - in this case, the industry of localization and media services. Working

with Andovar, well-known for its international presence and specialization in language services, multimedia integration and content adaptation, the objective of this internship was to gain firsthand exposure to how projects are structured, executed, and delivered in a fast-paced multicultural environment. Gaining an understanding of complex coordination required to manage multilingual teams - from vendor management to account management and even partnership managers - and projects with strict deadlines, diverse media deliverables and ever-changing client expectations. During this internship, my primary objective was to develop and enhance key competencies required by a project manager in any industry; therefore, some of the expectations, in terms of learning, were as follows:

- **Project Planning and Coordination:** In a time-bound setting, where every piece of work is given a strict deadline while having to go through various departments, skills such as planning timelines, task delegation and quality control are crucial in managing overlapping tasks across multiple time zones; moreover, it is also important to ensure that all deliverables meet the client's specifications, whether it's their choice of translator, voice actor or a certain work process.
- **Communication with Stakeholders:** A key objective of my internship was to strengthen professional communication with various stakeholders, including clients, linguists and internal teams. The process involved learning how to deliver clear instructions, provide timely updates, and handle client requirements with efficiency while maintaining a consistent professional tone across all communication platforms and collaborations.
- **Tool Proficiency:** Another goal of mine was to develop a proficiency in industry-standard tools such as NetSuite and Phrase, tools essential for various processes that ranged across the span of the project. By working hands-on with these platforms, I gained practical skills in managing data, updating workflows and ensuring a seamless project execution.
- **Understanding Localization Workflows:** A major learning point was in gaining a clear understanding of how localisation projects flow from start to finish across various teams of Andovar. Observing and participating in these interconnected stages provided insight into how complex projects are structured and successfully managed for the best results.

- **Cultural and Operational Awareness:** Working in a multicultural organization like Andovar offered the opportunity to develop cultural and operational awareness. With teams spread across different countries and clients requiring region-specific adaptations, I learned the importance of cultural sensitivity, time-zone management, and flexibility in aligning workflows to diverse client needs.

1.7 SWOT Analysis for Andovar



Figure 5: SWOT Analysis of Andovar

1.7.1 Strengths

- **Comprehensive Multimedia Capabilities**

Andovar's ability to deliver a wide spectrum of its multimedia services, ranging from translation, subtitling, voiceover, dubbing and eLearning content adaptation, stands out as Andovar's greatest strengths. Unlike numerous localization companies that specialize in only one or two aspects, Andovar has built an integrated system where all the different workflows coexist in the same place. This unique capability not only ensures consistency across the deliverables but also further allows the clients to streamline the project management process by working with a single partner. For instance, for a global fitness app project that requires both the technical localization and synchronised multilingual voiceovers, Andovar singlehandedly manages the entire process in-house, saving the time and risk of

inconsistency for the client. In the long-term, this level of versatility helps in positioning the company as a trusted and an all-in-one localization provider which only strengthens the relationships and encourages a repeat business.

- **High Ratings, Client Satisfaction and Proven Quality**

Andovar has consistently received positive feedback from both its clients and employees, which helps in reinforcing the company's reputation for its reliability and excellence. The company is highly rated for its commitment to deadlines, attention to details and even accuracy in its cultural adaptation, especially when localizing for clients from industries like healthcare and education where precision is critical and the localization needs to be completed in a specific manner. For projects like the large-scale medical content review project, Andovar demonstrated its ability to maintain high standards for a critical project. These consistent results assist in building long-term credibility and increase client retention which in turn only further enhances the company's competitiveness in the global localization market. A strong reputation is not only considered a strength but also a sustainable advantage that will continue to connect new clients through honest testimonials.

- **Scalable, Tech-Driven Efficiency**

With Andovar's ability to leverage various systems like Machine Translation (MT) and other automation tools, the company ensures that the projects are scalable without having to sacrifice the quality of the deliverables. The seamless integration of technology with human expertise provides flexibility to manage various projects from small-scale projects to high-volume workflows. Various batches received from the client can be efficiently processed through the automated workflows, while professional linguists review and edit the MT generated followed by the final check done by the QA team to ensure that the final product meets the client's expectation. This integration of automated workflows and human verification enables both cost-effectiveness and quality control for the company. As the demand for high volume but quick turnaround translations increases, Andovar's scalability through technology offers the company a competitive advantage that supports efficiency and long-term growth.

- Global Reach With Andovar's Follow-the-Sun Model

With offices strategically located in Asia, Europe and South America, Andovar is able to provide 24/7 services through its follow-the-sun model, a structure that ensures continuous project progress. With different offices handing over work across time zones, the turnaround times for clients can be reduced significantly, ensuring that there is no downtime in production. This operational model can be considered attractive to a range of multinational clients who require rapid and seamless delivery of multilingual content. Over time, this global reach has created a stronger client loyalty as customers will feel confident knowing of Andovar's availability and responsiveness.

- Agility and Expertise Focus

In a dynamic industry where client requirements and market trends evolve quickly, Andovar's agility proves to be a significant advantage. Unlike the larger competitors that rely on rigid processes, due to its structure, Andovar adapts workflows to suit specific client needs, in terms of technical file handling, content adaption or specialized multimedia integration. Andovar's project managers often tailor solutions to match specific client preferences by designing custom workflows based on the requirements of the clients. This adaptability is further enhanced by deep expertise across localization engineering, multimedia production and linguistic services. The extent of Andovar's agility and focus only further builds strong relationships with clients while ensuring that Andovar continues to remain resilient and competitive in the face of emerging technologies and rapid industry shifts.

1.7.2 Weaknesses

- Production Resource Limitations

Compared to some of the largest global localization firms, Andovar's production resources are still relatively smaller despite the company's efforts of offering comprehensive services. This occasionally can limit the company's ability to take on extremely large-scale projects with tight timelines. When handling multiple projects, for instance, the reliance on external freelancers or even the outsourcing of workloads increases the coordination complexity significantly. Although Andovar upholds a reputation of its efficiency in resource allocation, this

limitation highlights the challenge of scaling instantly to meet the rapidly growing demand for multilingual content production. In the long run, resource constraints could affect Andovar's ability to compete with larger providers on the complex projects.

- Limited Public Branding and Awareness in Market

Despite Andovar's strong client portfolio and proven quality, Andovar has relatively limited public brand recognition compared to some of the competitors in the localization industry. Many of Andovar's clients are discovered via referrals, direct outreach or even partnerships rather than broad marketing campaigns or global brand presence. This weaker visibility could potentially pose a challenge when competing for newer clients against companies that heavily invest in event and digital marketing. While Andovar has the expertise to compete with larger companies, the lack of broader brand awareness may prevent potential clients from recognizing the full potential.

- Occasional Inconsistencies in Localization Depth

At certain times, client requests for the use of machine translations (MT) or client requested workflows often result in minor inconsistencies in localization depth, particularly for content that often requires creativity in the structure of localization or the cultural nuances. For gaming localization or interactive learning content localization, such machine-generated translations may lack the emotional depth or cultural resonance that is required to engage the audience effectively. These occasional inconsistencies highlight the challenge of balancing speed and cost-efficiency with the linguists' ability to bring forth a culturally rich content.

- Workplace Feedback on Internal Aspects

Andovar faces the occasional challenge in aligning communication and workflow expectations across branches, an issue rooting from the time zone differences. Feedback from the internal teams sometimes points to areas for improvement in standardizing such processes or addressing workload distribution. Varying practices across branches can lead to differences in task management or even project handoff approaches, requiring additional oversight from project managers. While this does not undermine the company's overall delivery, it does

reflect a need for continuous internal improvement, not just in a technical sense but also in an organizational sense. Feedback from internal teams can improve efficiency and employee satisfaction, especially as Andovar continues to scale with time. Proper hand-offs and communication can reduce the time and the workflows taken to pick up the work from the other teams.

1.7.3 Opportunities

- Vertical Specialization in Media and Video

Over the years, the global demand for multimedia content, especially content like video and interactive platforms, have only continued to grow rapidly, creating an opportunity for Andovar to further specialize in this sector. With the existing strong capabilities in subtitling, dubbing and voiceover, Andovar is well-positioned to cater to industries such as entertainment or eLearning platforms, where video is a dominant medium. For instance, eLearning platforms require localized video modules that integrate seamlessly across languages without compromising the video and audio quality. By building deeper expertise and branding itself as a leader in the multimedia and video localization sector, Andovar has the ability to secure long-term partnerships with clients in entertainment and education, reinforcing the competitive advantage.

- Growing Demand for Data Collection and Annotation Services

With the rapid rise of AI and ML in recent times, the need for high-quality multilingual datasets has exponentially expanded. With industries such as technology, healthcare and e-commerce increasingly relying on annotated content to train AI systems and improve user experience, Andovar has already taken steps into this domain with projects such as image annotation and handwriting recognition. By having specialized services for Data Collection, Andovar has demonstrated its ability to provide structured and reliable data services. The increase in the scale of expertise in data collection and annotation will potentially allow Andovar to establish itself as a trusted partner for companies building AI-driven solutions. This not only further diversifies the company's service portfolio but also aligns the company with one of the fastest-growing global markets to ensure long-term relevance and competitiveness in the localization industry.

- Expansion in Media, Gaming and eLearning Sectors

Media, gaming and eLearning are among some of the fastest-growing industries that drive the localization demand worldwide. Video games localization often requires culturally immersive storytelling, technical precision and continuous content updates while eLearning platforms need localized training materials that help balance technical accuracy with accessibility. Andovar has continuously demonstrated capability in these areas through various projects. Expanding deeper into these industries by developing specialized workflows and recruiting subject-matter expert linguists that will ensure accuracy in the translations. With the aforementioned sectors being less volatile, Andovar has the opportunity for long-term growth and diversification.

- Increasing Cross-Border Collaborations and Global Brands' Need for Localization

As globalization continues to drive multinational brand expansion, the demand and need for multilingual content becomes more crucial. Global companies find the need to adapt their communication, marketing and materials to be able to successfully resonate with audiences across different cultures and regions. Andovar's global presence and operational model makes the company an attractive partner for brands looking for high-quality localizations in a short TAT. Multinational e-commerce platforms often require listings localized into several languages simultaneously; thus, by positioning itself as a trusted localization partner for cross-border expansion, Andovar has the ability to use the growing trend to its advantage, further securing collaborations with global enterprises and enhancing its visibility in international markets.

1.7.4 Threats

- Heavy Competition from Market

The localization and multimedia services industry has become highly competitive over the past decade, with numerous global providers as well as specialized players offering similar services. Larger competitors in the market often have greater financial resources, broader technology investments and even wider client bases, which can put pressure on mid-sized providers like Andovar that may find difficulty in differentiating themselves. At the same time, smaller but niche

companies are able to compete by offering highly specialized services at lower prices. The competitive landscape pushes Andovar to continuously highlight its unique strengths, in fields like multimedia expertise, agile delivery and global operation coverage, to be able to retain and even grow market share.

- **Rapidly Evolving Landscape of Content Consumption**

The way that people consume content is constantly shifting, with the rise of new platforms and formats emerging at a rapid pace. Content expectations are expanding beyond just traditional translation needs with the rise of interactive learning modules and other platforms. This can potentially present a threat to companies if they are unable to adapt quickly to the new format or even invest in the technologies required to support the change, a challenge in an industry driven by specialized technology. For example, while subtitling and dubbing remain as Andovar's core services, the demand for gaming and eLearning services require higher levels of integration and adaptability. Failing to keep pace with the changes can limit Andovar's ability to capture the emerging opportunities.

- **Increasing Client Expectations with Various Aspects**

With the rapidly evolving landscapes across various industries, clients are becoming more demanding in terms of expectations with faster turnaround times, greater customization of workflows and even competitive pricing. Clients often also request the use of machine translation for cost-effectiveness while expecting the same level of linguistic quality and cultural nuance as seen in human translations. Balancing such competing demands are quite challenging as accelerating the delivery process without compromising on any quality requires a substantial investment in efficiency processes. Furthermore, downward price pressure in the industry may reduce profit margins if not carefully managed; thus, for Andovar, this creates the need and push to continuously optimize efficiency while maintaining its reputation for top-tier quality and reliability.

- **Talent and Resource Constraints**

Access to a qualified talent pool is a critical success factor considering that localization requires highly skilled linguists, subject-matter experts and even technical staff to ensure that the content produced is one of top-tier quality.

However, with the growing demand across multiple sectors, there is the underlying issue of high competitiveness for experienced linguists and technical specialists. These resource constraints may potentially lead to bottlenecks in project delivery, particularly for languages where skilled professionals are scarce or even for projects that have a niche subject matter. Furthermore, even the retention of internal talent within the Andovar team, across various departments like project management, engineering and QA teams, is essential to maintaining consistent service delivery. Andovar's proactive recruitment and training ensures that there are no talent shortages in the internal teams that could hinder the company's ability to meet client expectations.

1.8 Objective of the Study

The objective of this study is to gain a deeper understanding of the project management processes at Andovar while simultaneously identifying opportunities to improve the onboarding experience for interns. By examining how the various range of tasks and workflows are structured, coordinated and executed, this study aims to evaluate the current effectiveness of the project management processes and highlight the areas where greater clarity and efficiency can be achieved within the organization. As a result, this would not only support the development of my personal and professional project management skills, in terms of process evaluation and document, but also provide practical insights into how an effective onboarding process will impact the wider organizational workflow.

Building on these specific insights, the study seeks to propose the creation of a structured onboarding manual that includes the essential tools, workflows, and step-by-step guidelines. The availability of such documentation would enable not only future interns but also newly onboarded employees to transition more efficiently, reduce the need for repetitive guidance from the team and foster greater autonomy within the team. For Andovar, this specific structured resource would contribute to improved efficiency, knowledge transfer and long-term scalability. As an intern, this study represents the chance to apply academic knowledge in a real-world setting while cultivating the practical competencies required in the project management field.

Chapter 2: Internship Activities

2.1 Job Description

2.1.1 Internship Description

Internship Role:	Project Management Intern
Internship Location:	Level 4, Summer Point, 1553 Sukhumvit Rd, Phra Khanong Nuea, Watthana, Bangkok 10110
Duration of Internship:	4.5 Months (19 Weeks)
Internship Start Date:	19th May 2025
Internship End Date:	30th September 2025
Department:	Project Management
Industry:	Localization

During my internship at Andovar, my role as a Project Management Intern revolved around supporting and managing localization and multimedia projects while gaining hands-on experience in the end-to-end project lifecycle. Being responsible for a variety of tasks, ranging from setting up tasks, linguist coordination, QA checks, financial administration and even client communication, allowed me to actively contribute to the projects while having the opportunity to observe how various projects flow differently.

A unique aspect of my role was the opportunity to collaborate closely with different Andovar branches across Bangkok, Kolkata and Budapest. Each branch managed specific projects, and through the collaboration, I was able to support distinct workflows, adapt to different working styles I learned of in theory and even engage with colleagues from multicultural backgrounds. As a curious individual, this not only broadened my perspective on global project management practices but also strengthened my ability to work effectively across different teams and on varied requirements.

2.1.2 Department Description

The Project Management department, or the PM Team, at Andovar serves as the backbone of the company's operations, ensuring that the client's projects are

executed flawlessly, efficiently, on time and to the highest standards. The department acts as a bridge between various stakeholders of Andovar, from external groups like clients and linguists to internal teams like engineers and others. The PM team oversees every stage of the localization project, from the initial project setup to resource allocation and even QA and delivery. Managing such complex workflows and the coordination of various groups falls under the PM team's responsibility to ensure that a seamless communication is maintained and smooth execution is seen while focusing on the client's satisfaction.

Andovar's Project Management department is supported by a network of branches strategically located across the globe, including teams from Bangkok, Kolkata, Medellin and Budapest. Each branch contributes its expertise to serve clients across different regions and time zones to ensure continuous support and operational flexibility. The Bangkok branch, where I interned, plays a central role in coordination of various large-scale localization projects and works closely with other branches to help balance the workloads and provide timely assistance. The global structure allows Andovar to enhance responsiveness but also to leverage a diverse set of skills and perspectives across the various teams.

Overall, the PM department of Andovar is well-known for its adaptability, collaboration and client-centric service. The combination of technical expertise, cross-team coordination and attention to detail results in projects that meet both the linguistic and technical requirements while aligning with the client's expectations. The soul of the department lies in the ability to manage complexity with precision while fostering positive partnerships across all bridges.

2.2 Job Responsibilities

During my internship at Andovar, I was actively involved in supporting the Project Management team across a range of tasks and projects. My responsibilities allowed me to gain hands-on experience in key aspects of the localization project workflows, including linguist management, quality assurance, project coordination and even client communication. Through these tasks, I was able to contribute to the ongoing projects while developing practical skills that complemented my academic learning along the process.

2.2.1 Process Diagram for Each Responsibility

- Project Kick-Off Process

- The initiation of a new project in Andovar's system, linking sales information with project management setup

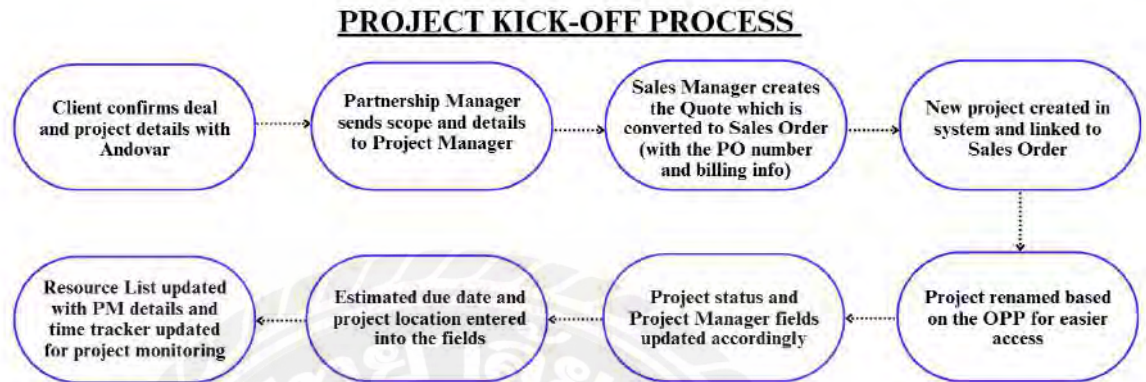


Figure 6: Process Diagram - Project Kick-Off Process

- Purchase Order Creation

- The compensation of linguists and vendors by creating and issuing Purchase Orders in a timely manner

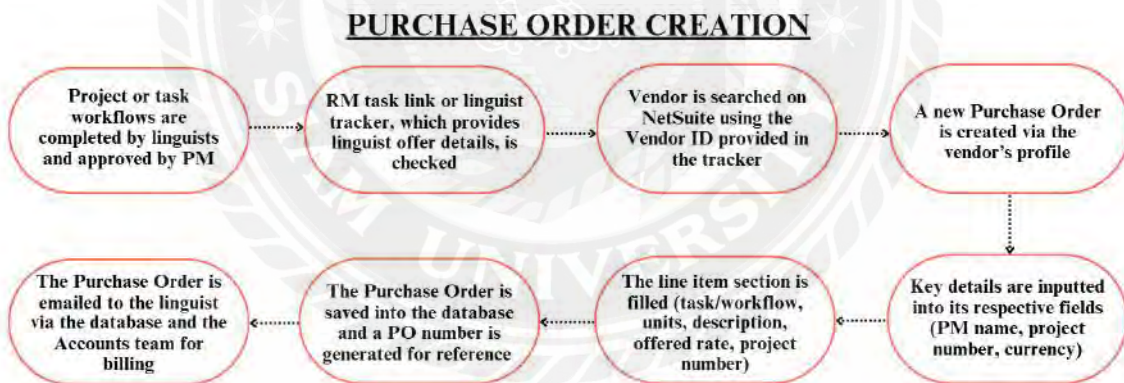


Figure 7: Process Diagram - Purchase Order Creation

- Invoice Creation

- Generate and deliver invoice to the client, aligning the project billing with quotes and Sales Order

INVOICE CREATION

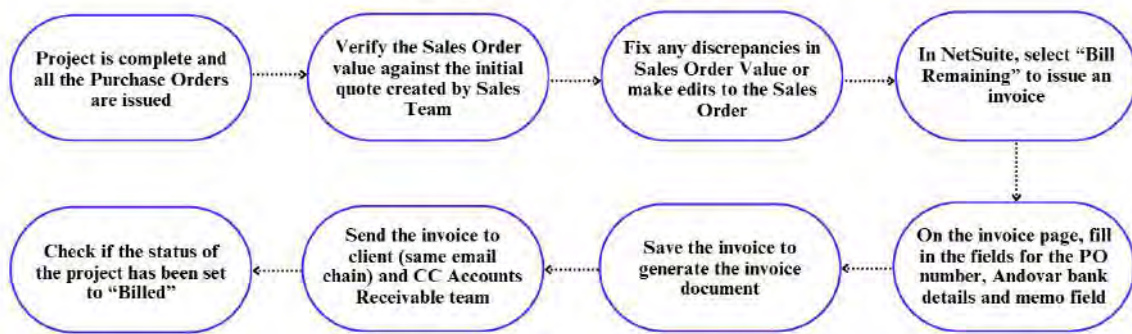


Figure 8: Process Diagram - Invoice Creation

- **Project Milestone Creation**

- Pre-Engineering Task
 - Set task to prepare source files in Phrase and ensure engineering settings match the project workflow requirements

PROJECT MILESTONE CREATION: PRE-ENGINEERING TASK

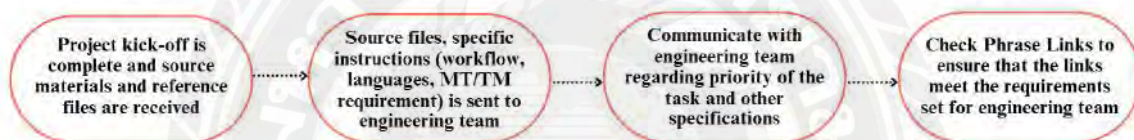


Figure 9: Process Diagram - Project Milestone Creation: Pre-Engineering Task

- Resource Management Task
 - Set task to allocate the right linguists for each project workflow by coordinating with the RM Team

PROJECT MILESTONE CREATION: RESOURCE MANAGEMENT TASK

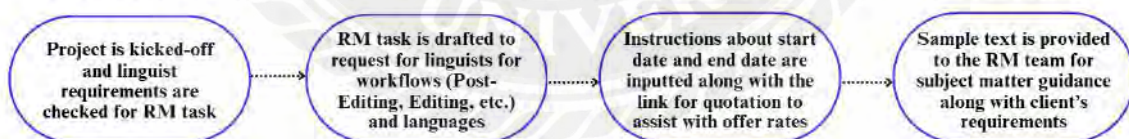


Figure 10: Process Diagram - Project Milestone Creation: Resource Management Task

- Post-Engineering Task
 - Set task for the extraction and organization of translated files from Phrase for delivery readiness

PROJECT MILESTONE CREATION: POST-ENGINEERING TASK

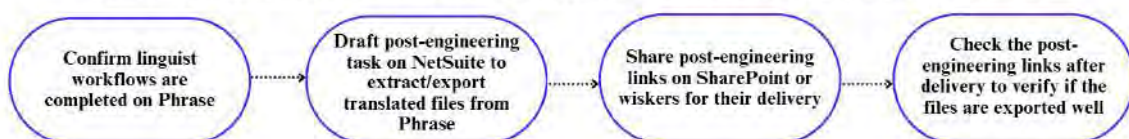


Figure 11: Process Diagram - Project Milestone Creation: Post-Engineering Task

- QA Task
 - Set task to check translated files against client specifications and source materials to ensure quality and accuracy

PROJECT MILESTONE CREATION: QA TASK

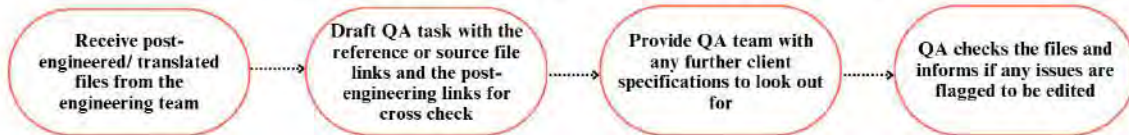


Figure 12: Process Diagram - Project Milestone Creation: QA Task

- Adding New Vendors to the Database
 - Registration of new linguists/vendors in Andovar's systems to generate Vendor IDs for project assignment and payments

ADDING NEW VENDORS TO THE DATABASE



Figure 13: Process Diagram - Adding New Vendors to the Database

- QA Checks
 - Verifies formatting, character limits and translation accuracy before moving files to next workflow stage

QA CHECKS

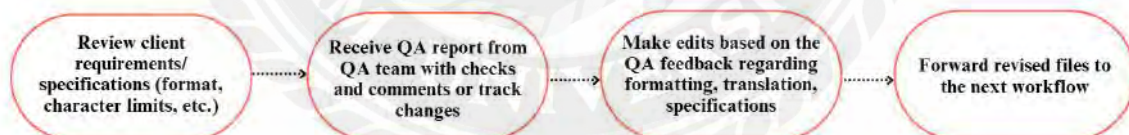


Figure 14: Process Diagram - QA Checks

- Sales Order Value Update
 - Keeps Sales orders aligned with the ongoing project quotes and batch deliveries for accurate invoicing

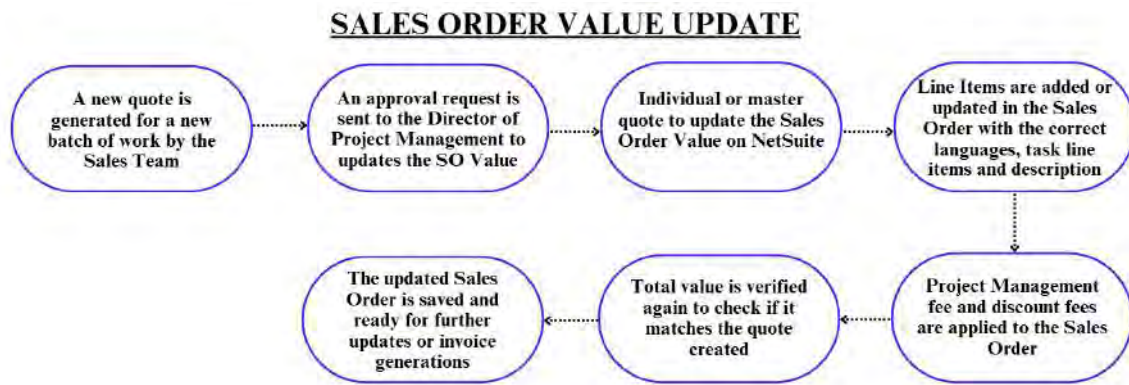


Figure 15: Process Diagram - Sales Order Value Update

- Linguist Assignment on Phrase and Sending Offers
- Assigned linguists to files in Phrase and communicate project details, deadlines and offers via email

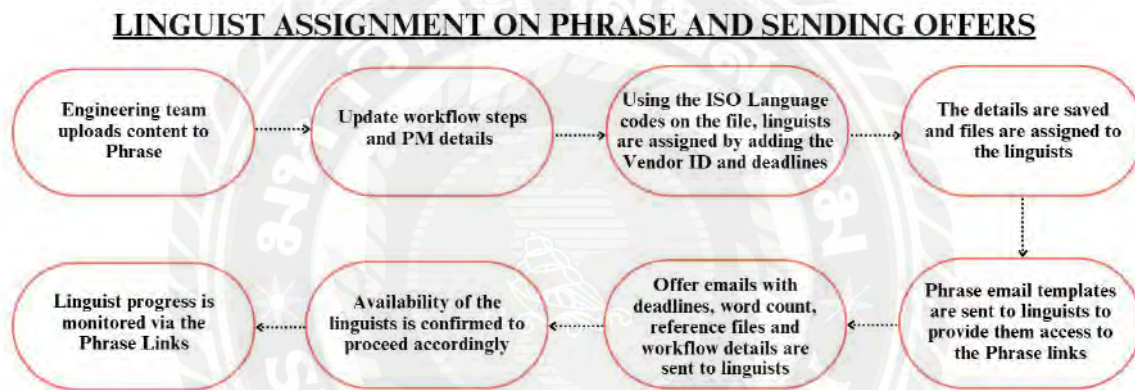


Figure 16: Process Diagram - Linguist Assignment on Phrase and Sending Offers

- Phrase Updates
- Resolving segmentation, formatting, or tagging issues in Phrase so linguists' work can be marked as complete

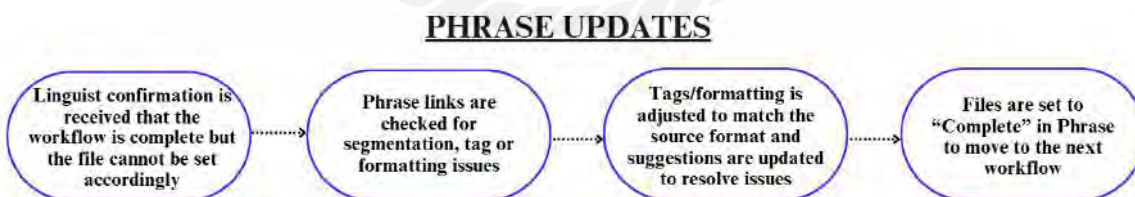


Figure 17: Process Diagram - Phrase Updates

- Overall Project Management
- Client communication, project kick-off, project milestone creations, scheduling and linguist communication to ensure that the project meets the client's requirements and is delivered on time

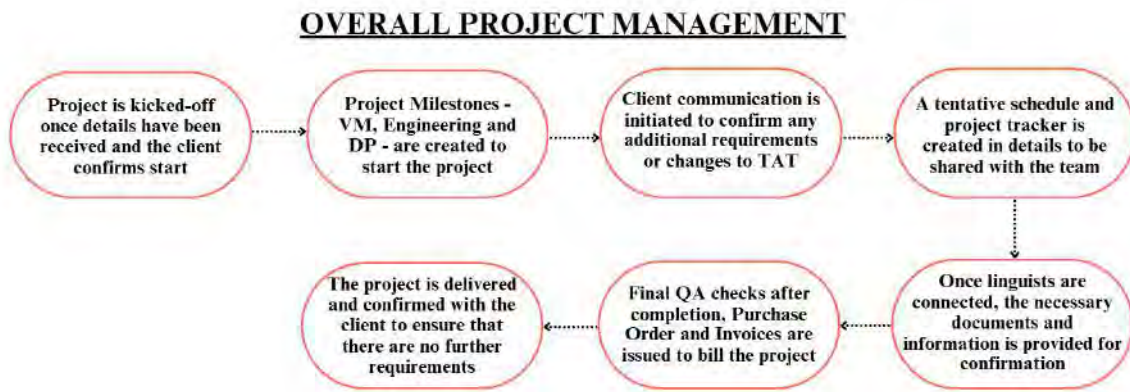


Figure 18: Process Diagram - Overall Project Management

2.3 Contribution as an Intern

2.3.1 Projects I Worked On

Throughout my internship at Andovar, I had the opportunity to actively contribute to a diverse range of projects, from multimedia localization and eLearning content to eCommerce Listings and voiceover production. These experiences allowed me to not only apply my academic knowledge in a practical setting but also to develop key professional skills such as project management, cross-team coordination, quality assurance and even client communication. Some were projects I assisted with, while others I managed independently, providing me with valuable exposure to both collaborative and leadership responsibilities. The following section highlights these projects, detailing my contributions and the practical insights I gained from each of the projects.

- **Health and Safety Standard Document and Animation Localization Project**

During this project, I contributed to the end-to-end coordination of translation and proofreading tasks, supporting both the production and client communication processes.

- Managed by: Budapest Branch
- Languages: Arabic (Egypt), Bengali, Hindi, Malayalam, Mandarin and Urdu
- Key Responsibilities Include:
 - Project Setup and Coordination: Set the pre-engineering, QA, post-engineering and resource management tasks to coordinate with the respective teams

- Linguist Management: Assigned linguists to each batch, sent offer emails and ensure confirmation to maintain delivery schedules
- Client Communication: Communicated with the client regarding delivery timelines, updates and additional requests to ensure alignment between client expectations and project execution
- Quality Assurance: Reviewed QA and LQA comments from linguists and QA teams to implement edits and ensure that the feedback was incorporated into the final files
- Financial Aspect: Issued Purchase Orders for the linguists, created the Sales Orders for monthly project batches, and issued invoices for billing
- Project Execution: Initiated the monthly project kick-off to start the work on the batches from client and created a project-specific tracker to keep the client and team updated on the progress
- Multimedia Coordination: Collaborated with the audio production team to manage VO updates and integrate client-requested changes efficiently
- E-Commerce Listing Localization Project

A monthly project that involved the localization of online product listings into 6 European languages, for which I contributed to both the production workflow and the administrative coordination.

 - Managed by: Bangkok Branch
 - Languages: German, French, Spanish, Italian, Polish and Dutch
 - Key Responsibilities Include:
 - Project Preparation and Coordination: Set up pre-engineering, post-engineering and QA tasks for the multiple batches received
 - Linguist Assignment: Assigned linguists to the batches, sent offer emails, and confirmed their availability to ensure timely delivery
 - Quality Assurance: Reviewed and edited the translated content based on the QA feedback that ensures consistency
 - File Management: Compiled the finalized translations into the client's files to prepare them for delivery
 - Tracking and Monitoring: Designed and implemented a new project tracker to help the PM monitor the status and progress of numerous batches efficiently

- Financial Aspect: Updated the Sales Order Value frequently to reflect the new batches and ensured alignment with billing
- Linguist Communication: Maintained clear communication with linguists regarding the task assignments, deadlines and availability
- Medical Content Review and Localization Project

A large-scale monthly project involving translation, content editing, animation production, and the integration of SVO and HVO across 15 languages.

 - Managed by: Kolkata, Bangkok, Budapest and Medellin Branch in collaboration
 - Languages: 15 Languages (including Cantonese, Farsi, Polish, Punjabi, etc.)
 - Key Responsibilities Include:
 - Linguist Assignment and Coordination: Assigned post-editing and LQA linguists on Phrase, issued offer emails, and ensured the timely delivery to meet client deadlines
 - Linguist Communication: Coordinated delivery schedules and collected Medical Review Certificates as per client requirements
 - Tracking and Monitoring: Developed multiple trackers (PO tracker, animation progress tracker, translation tracker) to monitor the progress of the diverse tasks across various departments and ensure visibility for all stakeholders
 - Cross-Department Collaboration: Communicated with the DP and Audio teams to track the progress of animation and VO tasks
 - Financial Aspect: Issued Purchase Orders for linguists and freelance resources and updated Sales Order values in line with the client quote and project scope changes
- 56-Language eLearning Localization Project

A short-term project focusing on the post-editing workflows to localize an eLearning content across 56 languages where I mainly assisted in the setup and coordination of project tasks.

 - Managed by: Budapest Branch
 - Languages: 56 Languages (Bulgarian, Croatian, Czech, Slovenian, Burmese, Nepali, Catalan, Estonian, Lao, Lithuanian, Karen, etc.)
 - Key Responsibilities Include:

- Project Setup: Set up pre-engineering tasks for content upload and resource management task to onboard linguists for the 56 languages
- Linguist Coordination: Assigned files on Phrase to respective linguists and sent confirmation offer emails
- Financial Aspect: Issued Purchase Orders for the linguists who contributed to the project
- Sportsweat Document Localization Project

An ongoing monthly project with a SEA client that focuses on the post-editing and editing workflows for 3 main languages.

 - Managed by: Kolkata Branch
 - Languages: Thai, Indonesian and Vietnamese
 - Key Responsibilities Include:
 - Project Setup: Set the pre-engineering and post-engineering tasks for content upload on Phrase to ensure readiness of files for linguists
 - Linguist Assignment: Assigned linguists to their respective languages and workflows, prepared confirmation emails with the offers and project details
 - Financial Aspect: Issued the Purchase Orders for both post-editing and editing linguists for their help with the project
- Image Annotation Project

A project that involved labeling handwritten images in multiple languages to match the corresponding reference digital images, using a client-specified annotation software.

 - Managed by: Bangkok Branch
 - Languages: 15 Languages (Turkish, Thai, English, German, etc.)
 - Key Responsibilities Include:
 - Linguist Assignment: Distributed folders received in batches from the client to the linguists, sent offer emails and confirmed the delivery schedules
 - Technical Support: Assisted linguists with guidance on using the client's unique interface, manuals, and tools to ensure smooth execution of tasks
 - Progress Tracking: Designed and maintained a tracker to monitor linguist progress across batches, supporting timely delivery and facilitation during PO issuance

- Quality Assurance: Reviewed completed folders submitted by linguists, made preliminary edits, and determined whether files required resubmitting or can be forwarded to QA team for final review
- Resource Coordination: Collaborated with the Resource Management team to onboard additional linguists to meet delivery timelines
- Andovar Internal Project - Ad Translation

An internal project that involved the translation of an advertisement requested by the Talent Coordination team, with the additional objective of supporting the search for voice actors for upcoming projects. Notably, this was the first project I managed independently from start to finish.

- Managed by: Bangkok Branch
- Languages: Japanese
- Key Responsibilities Include:
 - Project Setup: Set pre-engineering, resource management and post-engineering tasks to align with the urgency of delivery
 - Linguist Assignment: Assigned a Japanese linguist to the project, prepared and sent offer emails, and provided reference files to support the translation process
 - Quality Assurance Coordination: Submitted the translated files to the QA team to refine the formatting of the deliverables
 - Final Delivery: Delivered the completed files to the Talent Coordination team for use in the advertisement release
- Hotel Chain Press Release Translation Project

This project involved the translation of a press release advertisement for an international hotel chain, with specific client requirements to be followed during the localization process. Another project that I managed independently, overseeing the entire project.

- Managed by: Bangkok Branch
- Languages: Thai
- Key Responsibilities Include:
 - Project Setup: Set pre-engineering, resource management and post-engineering tasks to prepare the project for execution

- Linguist Assignment: Assigned the linguist through Phrase, sent the confirmation email with the offer details and provided the reference files along the client's additional requirements
- Quality Assurance: Sent the completed translation to the QA team to adjust any formatting issues due to the language and font differences
- Financial Aspect: Issued the Purchase Order for the linguist upon project completion
- Client Communication: Delivered the final press release translation and communicated with the client to ensure satisfaction with the deliverable
- eLearning Localization and Voiceover Project

A project that involved the translation of client-provided source files and the creation of scripts for the Voiceover workflow for an eLearning course. Although managed by the Kolkata Branch, I assumed the lead role as PM during the absence of the primary PM, overseeing both the localization and audio workflows.

- Managed by: Kolkata Branch
 - Languages: Indonesian
 - Key Responsibilities Include:
 - Project Setup: Set the pre-engineering, resource management, post-engineering and audio tasks to align the team with the delivery
 - Linguist Coordination: Assigned the Indonesian linguists on Phrase, sent offer emails and confirmed details
 - Quality Assurance: Sent post-engineered files to the QA team to verify formatting and adherence to client specifications prior to script delivery to the voice talent
 - Audio Coordination: Collaborated with the audio team on voice talent selection and recording schedule
 - Client Communication: Maintained direct communication with the client regarding delivery timelines, voice talent approval and pronunciation guidelines
 - Fitness App Localization and Voiceover Project
- A project involving the translation of technical fitness terms and instructions, alongside the creation of voiceovers for the client's fitness application. I

independently managed this project, overseeing both the localization and audio components.

- Managed by: Bangkok Branch
- Languages: Malay
- Key Responsibilities Include:
 - Project Setup: Set the pre-engineering, resource management, termbase import, N-Gram extraction, post-engineering and QA tasks to prepare the team for execution
 - Cross-Team Coordination: Collaborated with multiple teams to ensure the project adhered to delivery schedules and quality standards
 - Client Communication: Maintained communication with the client regarding delivery timelines and voice talent selection confirmations
 - Linguist Management: Assigned linguists on Phrase, communicated delivery schedules, and confirmed offers to secure timely participation
 - Financial Aspect: Issued Purchase Orders for all linguists involved in the project and the invoice for client billing

2.3.2 Overall Support Provided to Andovar

During my internship at Andovar, I provided consistent support to the Project Management team and other departments across the company. My contributions spanned a wide range of responsibilities, including project coordination, linguist management, quality assurance, and client communication. By assisting with both the ongoing monthly projects and urgent requests, I helped ensure that the deliverables were completed on schedule and according to the client specifications. This not only supported Andovar in meeting the client expectations but also reinforced its reputation for reliability and quality in the localization industry.

In addition to the day-to-day tasks, I contributed to improving the team efficiency and workflow management by creating detailed project trackers that increased the visibility across different batches and departments, enabling more accurate progress monitoring and reporting. Furthermore, I also assisted with the resource allocation to ensure timely delivery, and coordinated closely with the global offices to ensure alignment with schedules across time zones, which improved the collaboration

between branches. These contributions helped reduce the project bottlenecks and supported smoother overall operations.

Beyond the project-specific tasks, I provided valuable administrative and operational support to the Project Management team. This included the issuing of Purchase Orders, preparing Sales Orders and facilitating the communication between linguists, clients, and internal teams. By taking ownership of these tasks, I allowed my colleagues to dedicate more time to strategic responsibilities, thereby increasing the team's overall productivity. In this manner, my role not only supported Andovar's daily operations but also contributed to measurable improvements in project delivery and efficiency, while offering me meaningful hands-on experience in a professional setting preparing me for my future career path in the field of Project Management.

2.4 Skills Learnt During the Internship

2.4.1 Project Management and Coordination

- Throughout the duration of my internship, I developed strong project management skills by having the opportunity to oversee multiple projects such as the eLearning Voiceover and Fitness App Localization projects. I learned how to manage various workflows across different stages of the project, including the pre-engineering, linguist assignment and QA, all while ensuring that the deadlines and client requirements were met with no delays.

2.4.2 Vendor Management

- Working in various forms of projects, I had the opportunity to collaborate closely with the Resource Management team to connect with suitable linguists, negotiate offers and maintain smooth communication throughout the project lifecycle. By creating purchase orders, updating vendor details and assigning linguists via Phrase, I gained hands-on experience in the basics of vendor coordination.

2.4.3 Financial and Administrative Processes

- Working on Sales Orders, Purchase Orders and Invoice creation allowed me to expand my understanding of the financial processes in project

management. I learned to ensure accuracy by checking quotes against Sales Orders, updating the values for monthly projects and even coordinating with the Accounts team to finalize billing processes.

2.4.4 Communication and Client Interaction

- Through various opportunities, I had the ability to enhance my communication skills by regularly corresponding with clients on delivery schedules, project requirements and voice talent selection. Furthermore, I also took part in a call to communicate with the client regarding the project requirements and communicated with the client's team to ensure a smooth workflow. I issued clear and professional offer emails to linguists and collaborated with a range of internal teams such as QA, engineering and audio to maintain workflow efficiency.

2.4.5 Quality Assurance and Attention to Detail

- Through tasks such as QA checks, Phrase updates and formatting suggestions, I developed a keen eye for detail, having learnt the ability to spot and resolve segmentation errors, formatting inconsistencies, and translation issues, all in order to ensure that the final deliverables met both linguistic and technical standards.

2.4.6 Technical Proficiency with Tools

- My role gave me exposure to the industry-standard tools like NetSuite, Phrase, SharePoint and internal trackers. Using these platforms daily for the project set-ups, linguist assignment and file management, gave way to improving my ability to adapt quickly to specialized softwares in the localization industry.

2.4.7 Problem-Solving and Adaptability

- In a time-bound and specialized industry, I gained problem-solving skills by addressing unexpected challenges, such as assisting linguists with unique tool interfaces or even taking over projects during the absence of senior project managers. These experiences taught me how to adapt quickly while keeping workflows on track.

2.4.8 Time Management and Task Prioritization

- Managing multiple projects simultaneously, especially projects with hard deadlines, required effective time management. I learned to prioritize urgent tasks, balance competing deadlines, and even scheduling workflows

strategically to ensure that a timely delivery can be pursued without compromising the quality of the project.

2.4.9 Cross-Team Collaboration

- By working closely with departments such as Engineering, Resource Management, QA and Audio, I developed collaboration skills and a deeper understanding of how different teams contribute to the overall success of a project. This experience highlighted the importance of teamwork and clear communication across functions.

Chapter 3: Learning Process

3.1 Learning During the Co-Operative Studies

During my internship at Andovar, I gained valuable exposure to the localization and media services industry, a field that was previously unfamiliar to me. The experience allowed me to foster a deeper understanding of how multilingual projects are structured, managed and even delivered in a fast-paced global environment. The complexity of coordinating translation, voiceover, animation and QA workflows while ensuring that the deliverables consistently aligned with the client expectations, was unprecedented when first starting my internship. Beyond the industry-specific knowledge, I also had the opportunity to develop new skills in using project management platforms such as NetSuite and Phrase, which further helped me adapt to professional tools commonly used in the project execution. The hands-on learning experience extended beyond theoretical classroom concepts and enabled me to apply practical skills in real-world scenarios.

In addition to the technical and professional growth I experienced, the internship gave me insight into the dynamics of working in a professional industry setting. I was able to experience first-hand how cross-departmental collaboration works, especially during projects when coordination with branches in different time zones are required. Exposure to such work culture, communication etiquette and structured workflows taught me more than the importance of teamwork but also adaptability in ensuring smooth operations and desired results. Immersing myself in the organizational culture at Andovar gave way to the personal development of both hard and soft skills that only enhanced my professional competencies while broadening my horizons on what an effective multicultural and client-driven work environment feels like.

3.1.1 Applying the Knowledge from the Coursework

- Organization and Management

This course provided a foundation in the understanding of organizational structures, coordination and adaptive team dynamics which was relevant to my role at Andovar. As a Project Management Intern, I often worked with different teams for various departments from Resource Management to Audio and QA to even Engineering across multiple Andovar branches. The knowledge involving the distribution of responsibilities and efficient task delegation was critical during my time at Andovar. Understanding the dynamics of various teams during the course of different projects allowed me to apply my understanding of organizational efficiency and workflow management to ensure that certain tasks were prioritised and scheduled in a way that all the teams were aligned with the workflow and moved accordingly.

- Cross-Cultural Business Communication

In a multicultural environment like one at Andovar, the knowledge from this course was particularly useful when having to navigate the most effective communication method with linguists and clients from all around the world. With frequent correspondence with linguists and project teams across Asia, Europe and Latin America, the understanding of cultural nuances and adapting the communication styles, in terms of high-context or low-context cultures, was key to building trust and avoiding misunderstandings in an industry that is time-bound. For instance, when sending linguist offers or discussing deadlines with teams from different branches, I applied the knowledge of high-context and low-context communication styles to ensure that the emails sent were clear and adapted to the recipient's cultural context; therefore, this not only reduced delays but also further strengthened collaboration between branches and linguists. The adaptation of communication style was also adapted accordingly for the different departments working from various branches simply due to the difference in cultures in the team.

- Business Negotiations

Although I was not directly negotiating contracts with the clients, the skills from this course supported the daily interactions with both linguists and clients.

From managing offer emails, to confirming availability and clarifying time-bound schedules, the clarity, persuasion and professionalism was required nonetheless. In projects like the Medical Content Review project, I relied on the foundation of negotiation to encourage timely delivery and to maintain strong working relationships with industry professionals all while adhering to the budgetary constraints. The negotiation based communication skills allowed me to keep track of projects without compromising on any relationship with any stakeholders involved.

- **Production and Operations Management**

When handling tasks that required workflow planning and process optimization to improve the efficiency of the project, this foundation from this course provided me with the necessary assistance to manage my work efficiently. I frequently created and updated trackers to monitor the progress of large-scale projects such as the Image Annotation project or the Medical Content Review projects. Applying the theoretical concepts from this course gave me the opportunity to break down complex tasks into smaller, manageable steps and ensure efficient allocation of resources. An example of the practical application would be when I structure trackers during the project to follow linguist progress batch by batch to allow for more accurate Purchase order creation and timely deliveries. The practical application reflected the foundation of the course, which is to maximize efficiency while minimizing delays.

- **International Marketing**

While not providing the necessary foundation that is directly tied to project management, this course provided context for the projects where localization and marketing intersected. In projects like the E-Commerce Listing Localization Project and the Press Release translations, I understood how the adaptation of content into multiple languages influenced the client branding and consumer engagement. Recognizing the marketing aspects behind these projects allowed me to instruct the QA team to format the localized documents with a more critical eye to ensure that the final deliverables meet the linguistic accuracy, especially for languages like Arabic, and also aligned with the client's unspoken requirements.

- Change Management

The principles from this course were particularly relevant when having to adapt to the dynamic nature of the client requests and shifting project requirements. Throughout the duration of my internship, projects often underwent sudden changes, from updates to delivery schedules, revisions to workflows, or even client-specific requests for additional services like voiceover or animation. Taking the Health and Safety Standard Document project as an example, I had to efficiently communicate updates from the client to the Sales team for a new quote for the additional requirement to the Audio and QA teams to adjust the internal tasks that will reflect the new instructions. The flexibility and structured approach to handling change, a foundation I gained from this course, allowed me to process the rapid changes with a calm demeanor and communicate changes effectively to all involved stakeholders to minimize the disruption to the overall project timelines.

3.1.2 Gap in the Knowledge from the Coursework

- Lack of Project Management Related Courses

One of the major gaps I identified during my internship was the absence of a specialized project management course in my academic curriculum. While I had exposure to various courses that helped provide a theoretical framework, the courses did not provide any practical applications for aspects like project lifecycle management. Being tasked with various responsibilities such as project kick-offs, milestone creation and QA coordination, at Andovar often required familiarity with a structured methodology to follow during the project lifecycle. Without a solid academic foundation in project management, I had to learn these processes on the job, often through observation, supervisor guidance and even trial-and-error, rather than relying on any project management course that could have provided me with prior foundation.

- Limited IT Courses Relevant to Corporate Tools

Although I had various courses related to Information and Technology in my academic curriculum, the courses primarily focused on the more general IT concepts which were more suited to the technical field rather than practical business applications. Throughout my internship, I had to quickly learn how to use

industry-specific platforms such as NetSuite, Phrase and SharePoint. While such tools may not be the standard in the corporate environment, especially in the Project Management field, tools like the one aforementioned often have similarities in the process and structure; thus, similar tools could be covered in project management related courses to build a foundation. The lack of training in business-oriented IT systems created an initial learning curve, but it also pushed me to adapt quickly and have the opportunity for hands-on experience with the help of industry professional colleagues.

- **Limited Practical Exposure to Financial Systems**

While I completed courses such as Principles of Financial Accounting, Business Finance and even International Accounting and Taxation, they did not provide hands-on experience with financial tools or workflows that are integral to corporate project management. At Andovar, I was often responsible for issuing Purchase Orders, creating and updating Sales orders and even generating Invoices; however, while these tasks required theoretical knowledge, they also required the ability to navigate financial software systems and ensure accuracy in both billing and vendor payments. The gap presented in the practical financial training meant that I had to learn the proper procedures before gaining confidence in independently completing these tasks.

- **Lack of Courses on Project Planning and Tracking**

Another significant gap was the absence of a course in my curriculum that specifically focused on project planning, scheduling and tracking in a professional setting. During my internship, I was required to create trackers for projects to monitor various aspects of the project from linguists progress to workflow completion and even budget updates, which further helped in the communication and handovers from various teams working on the project. While courses like Strategic Management introduced the planning concepts and frameworks like the Gantt charts, the initial exposure to practical tools like project scheduling software or resource allocation models during my courses would have built a stronger foundation. As a result, I learnt through practical applications and through trial-and-errors before being able to create effective project trackers.

3.2 Problem Identification During Internship Period

During my internship at Andovar, I was given exposure to a wide variety of tasks within the Project Management (PM) department, ranging from creating purchase orders and invoices on NetSuite to assigning linguists on Phrase, and even conducting QA checks or coordinating across departments of Andovar. These responsibilities provided me with a comprehensive idea of how projects are managed and executed in a localization and multimedia industry. However, the learning process often relied heavily on the step-by-step guidance given by the senior colleagues. While this guidance was valuable, the knowledge transfer was limited and required me to confirm and clarify my doubts for different projects that had varying workflows. This made me realize that, despite the materials and Andovar's structured processes, there was no centralized, or up-to-date intern specific onboarding resource to help new interns adapt quickly.

This observation brought to light a clear gap in the company's knowledge-sharing practices. While the company supports the employees with comprehensive documentation like task templates, interns with limited to no prior exposure to localization workflows and industry-specific tools like NetSuite and Phrase, face a much steeper learning curve. Without a manual or guide tailored for entry-level understanding, the start of the journey with the company can be rocky as the onboarding process for the interns boils down to verbal explanation and ad hoc notes. As a result, the intern's consistency and efficiency of training will greatly rely on the availability and the teaching style of individual supervisors, creating variations in the effectiveness with which interns integrate themselves into the company.

Creating an intern-focused onboarding manual would be a significant step in addressing this gap as such a manual could consolidate step-by-step instructions for various recurring but important tasks, alongside visual aids like annotated screenshots or even flowcharts accompanied by reference materials like terminology glossaries or FAQs. This solution would allow interns to independently review processes and gain confidence in handling tasks, without repeatedly relying on supervisors for the same clarifications. Moreover, the manual would help serve as a standardized framework to ensure that all interns received the same level guidance and exposure regardless of their prior background.

The benefits of introducing such a manual extend beyond just reducing the intern learning curve. For the company, this minimizes the time project managers will spend on repetitive training and allows them to focus on high-level project oversight and client management. For the interns, this will improve the accuracy and consistency of their contributions, while minimizing the risks of errors in tasks such as invoice preparation or purchase order issues to even the set of task milestones during cross-departmental collaboration. The lack of such a resource, so far, has resulted in delays in task execution, inefficiencies in knowledge transfer and varying levels of quality in an interns' output. Therefore, addressing this seemingly small gap not only supports intern development but also contributes to Andovar's broader goals of operational scalability and long-term organizational efficiency due to the internal training and talent development ingrained into newcomers since the beginning.

3.2.1 Problem Statement

As an individual with no prior experience in the localization industry and the specialized workflows, a case common with most interns joining the company, during my internship at Andovar, a notable challenge observed was the absence of a streamlined and intern-specific onboarding resource within the Project Management (PM) department. While the company maintains extensive training documents and process guidelines, these materials were mostly tailored for experienced PMs who already possess the foundational knowledge of the localization workflow. For interns, on the other hand, those that enter the organization with limited or no prior exposure to the industry-specific tools and systems like Phrase and NetSuite, often face an obstacle during the start of their journey.

The gap, as mentioned before, creates a steep learning curve where new interns must rely heavily on supervisors or senior colleagues to clarify the basic operational tasks. As a result, there is an inefficiency created as supervisors spend time addressing questions that could be answered through a structured guide, while interns face a delay in achieving those tasks independently. Furthermore, the absence of a simplified onboarding resource risks inconsistencies in the performance, with interns perhaps interpreting instructions differently depending on the supervisor's guidance. The lack of standardization, while may not be an

issue for the smaller tasks, can become increasingly inefficient as the company continues to onboard interns and there is a recurrence of the issues across the various tasks.

3.2.2 Proposed Solutions to the Problem

To bridge this gap, the proposed solution is to design and implement a dedicated Intern Onboarding Guide for the PM department. The guide would act as a practical manual that incorporates the existing Andovar training materials while being specifically adapted to the needs of interns, and perhaps even recently onboarded full-time employees new to the scene. The onboarding guide could include the following components:

- Introduction and overview of key tools used such as Phrase, NetSuite and other various internal trackers, accompanied by annotated screenshots and sample workflows, will provide a comprehensive introduction. This would enable interns to navigate and utilize these tools independently while eliminating the need for repeated demonstrations. This would also further act as a refresher for the full-time PMs, reducing inefficiency in seeking guidance and minimizing the idle time.
- Standard Operating Procedures for recurring tasks ranging from linguist assignments in Phrase to Sales Order Updates and even issuing Purchase Orders. These recurring procedures will be broken into understandable steps, using clear and simple language, instead of using technical jargon. This approach will empower interns to grasp the concept and efficiently perform these tasks without ongoing supervision.
- Practical checklists and flowcharts within the manual will help guide interns through task sequences and reduce the likelihood of any errors while streamlining the processes to promote efficiency and enhance the overall quality of the task.
- Frequently Asked Questions (FAQ) section addressing common challenges such as tool access or communication protocols with other departments will allow interns to refer to the potential solutions to independently resolve these issues to reduce reliance on senior colleagues.
- Glossary of localization terms to ensure that interns can quickly grasp the industry-specific terminology and concepts. This will facilitate the quick reference to language codes and other other technical concepts, enabling interns to swiftly become familiar with the vocabulary frequently used across all tasks.

Consolidating these elements into a single resource, the Intern Onboarding Guide, would improve knowledge accessibility, reduce reliance on supervisors for repetitive clarifications, and even enable interns to contribute productively within a shorter adjustment period. In addition to that, it would also provide interns with a standardized foundation across their internship, ensuring consistency throughout their work and performance outcomes.

3.3 Significance of the Study

The significance of this study lies in its potential to eventually generate both organizational efficiency and professional development. For Andovar, the introduction of an intern-specific onboarding resource will inevitably reduce the time and effort required from senior project managers to address routine questions; thus, this allows supervisors to allocate more time to complex, client-related, or revenue-generating activities. Simultaneously, this will only enhance the quality and speed of intern contributions, allowing interns to adapt independently, as interns will become better equipped to execute recurring tasks with minimal error and even greater confidence.

For interns, the onboarding guide will provide clarity and structure, helping them transition and adapt more smoothly into the professional environment of the localization industry. The guide will help foster greater independence and instill confidence into interns by empowering interns with tools for self-learning and problem-solving. Furthermore, it will also ensure that the learning process for the interns remains consistent across their internship cycles, creating an equal training experience for all interns across the different branches of Andovar.

On a broader perspective, this specific initiative reflects Andovar's commitment to fostering talent and investing in a long-term knowledge transfer. By addressing this small yet impactful gap, the company can strengthen its position as a supportive learning environment, especially as a company that often onboards interns around the year, while simultaneously improving the internal productivity by providing interns with an opportunity for hands-on experience to build their foundation with Andovar. In a rapidly evolving industry where efficiency, accuracy and adaptability are paramount, establishing

a structured onboarding resource like the Intern Onboarding Guide will represent a sustainable enhancement to both organizational performance and professional training.

Nevertheless, this initiative also further aligns with the transformational organizational development model which prioritizes adaptability, knowledge management and sustainable growth. With the increasingly growing expectations from clients in terms of speed, flexibility and accuracy, the ability to onboard and successfully integrate new resources becomes a competitive advantage for the company. Therefore, by developing and implementing structured onboarding materials for interns, Andover invests in the efficiency and long-term capacity building. The outcome would not only result in smoother operations but also the establishment of processes that allow the company to expand confidently into new markets, industries, and services without facing any major obstacles due to a strong foundation of the internal stakeholders that would only bring in innovative ideas to implement within Andover.

Ultimately, the study's significance may eventually extend to Andover's brand reputation and positioning within the localization industry. Formalizing knowledge transfer and ensuring that the new interns or employees can integrate themselves by gaining an understanding of the company's systems and workflows will ensure that the company gains the ability to reinforce its image as a highly professional and future-ready organization. This approach is one that reduces onboarding risks, strengthens employee engagement and helps retain talent by providing clear guidance during the early stages of onboarding.

3.4 Literature Review

3.4.1 Kolb's Experiential Learning Cycle

Kolb's Experiential Learning Cycle emphasizes that effective learning derives from a four-stage process of concrete experience, reflective observation, abstract conceptualization and active experimentation. Several studies have demonstrated its value in internship settings and places of higher education. For instance, in a study by Wijnen-Meijer et al. (2022), a program was designed for medical students where fellowship experiences were combined with cases and simulation practice to allow students to reflect on patient cases, conceptualize theory and then actively test their skills in simulated environments; thus, such a

study was evaluated positively. Similarly, in a study by Kingkaew (2019), in the content of Thai universities, the study highlighted how internships were often structured around cycles of doing tasks, reflecting on experiences and then applying them often led to improved learning outcomes, especially in students with little prior tool-based or industry experience. Overall, various literatures suggest that the use of Kolb's framework with active reflection and practice produces a deeper understanding and confidence amongst interns, which are some of the key elements that can be seen during the designing and experimentation of the onboarding manual for Andovar.

3.4.2 Onboarding Interns in Multicultural Work Environments

An effective onboarding in a multicultural environment requires more than procedural training, but also orientation, mentorship and clear communication structures. In a study by Ahmed (2021), the importance of structured orientation and onboarding activities is highlighted, from support to introductions to even the workflow processes that the company often partakes in, reducing uncertainty and improving alignment in diverse teams. These practices set a foundation and ensure that new interns understand not only their tasks but also the organization's values and expectations.

Various researches also show that interns from different educational and cultural background having varying levels of comfort with documentation and workplace communication; thus, as a result, authors like Bryan Hopkins (2009) present theoretical frameworks and a step-by-step program that is intended to help global managers to handle the interactions between collaborators and others in the workplace. Liyanage (2024) found that clear, inclusive manuals and onboarding guides help bridge the gaps in the workplace, ensuring that interns do not rely on the assumed knowledge and can adapt more effectively with the help of those documentation that is compiled to support an intern's journey.

Furthermore, various literatures and researches emphasize the value of formalized resources, ranging from Standard Operating Procedures (SOPs) to FAQs and even training checklists, as these tools enable consistency in the intern performance and accelerate integration into complex workflow. For global organizations like

Andovar, that operate across languages and branches, structured onboarding is especially important in fostering confidence, minimizing errors and building long-term organizational efficiency (Liyanage, 2024; Ahmed, 2021).

3.4.3 Knowledge Transfer and Documentation in Organizations

In both academic and professional internship settings, effective knowledge transfer is considered essential for bridging the gap between theoretical learning and the workplace practices. In a study by Magara (2025), it is demonstrated how internships that integrate structured documentation, supervision and even clear expectations can help learners apply academic understandings significantly more effectively while improving their professional confidence, allowing interns to benefit when the insights provided by supervisors present interns with an opportunity to transform tacit knowledge, learned through experience, into explicit knowledge for further documentation and sharing.

Another relevant research by Da Luz and Kovaleski (2018) emphasizes the importance of documentation systems, interactive knowledge archives and technology-enable tools to formalize internship experiences. The study presented that intern tasks, reports, workflows and reflections should be systematically collected, stored and made accessible, so that future interns can learn from previous experiences of interns rather than re-learning from scratch; this, this kind of documentation framework helps reduce the dependency on individual mentors for routine clarifications and supports consistency in the onboarding process.

3.4.4 Effectiveness of an Intern Onboarding Manual

An Intern Onboarding Manual, often referred to as an Intern Playbook, acts as a structured guide for both organizations and its interns, providing the essential information required to ensure a clear, seamless and productive internship experience (Parker Dewey LLC, n.d.). Such a playbook is a resource designed to provide actionable strategies and information to support both the interns and the employers in navigating the internship process and eventually ensure a successful experience that will align with the interns' career development goals (AEDC, 2018). For instance, the Manufacturing Skills Institute designed an internship playbook for the interns to strengthen talent pipelines, while providing a

step-by-step framework to create a scalable and impactful internship journey. This approach demonstrates how the integration of an internship playbook into the company's ecosystem allows interns to understand the operations of the company and the workflow that is expected of an intern.

Similarly, several other companies across various industries, like the textile industry and the fashion industry, have created playbooks for their interns, vetted by experienced individuals, to combine materials that would be required by interns to apply during their internship. The “learning package”, after testing and evaluation, had proven to be highly effective after a significant improvement was shown in the workflows of the interns as shown in various research studies conducted at Oklahoma State University (Simpson, 1973; Tate, 1976).

Another research by Bedross (2024) showed that even in the medical field, the integration of an intern guidebook, developed by senior residents, into the workplace showed a significant improvement in the overall knowledge amongst the interns as the guidebook facilitates the transition of new interns into the workplace successfully. The various researches only reinforces the value of onboarding manuals as tools to not only help facilitate a smoother transition into professional environments but also enhance long-term organizational effectiveness by preparing interns to contribute more confidently.

3.5 Methodology

The research study adopted a mixed-methods research design, which combined both quantitative and qualitative approaches, to capture a comprehensive understanding of the onboarding process at Andovar. A structure questionnaire served as the primary data collection tool, incorporating a combination of Likert-scale questions, for the quantitative sections, and open-ended questions, for the qualitative section. The aim of this research design was to measure not only the clarity, structure and efficiency of the existing onboarding process but also to explore deeper insights into the challenges that both interns and project management teams face. Employing this mixed-methods approach in the study ensured that the numerical data on the onboarding effectiveness complemented the detailed feedback that reflected the experiences of the team members in Andovar.

The style of research methodology was specifically chosen to evaluate the potential benefits of developing a structured onboarding manual for interns, and perhaps even newly onboarded full-time employees. The quantitative data helped in establishing a foundation of understanding that can be measured, such as how well interns adapt to tools or how much time PMs often spend in clarifying basic tasks to the interns. Moreover, the qualitative data helped in highlighting the context behind such challenges, from recurring difficulties in tool usage to communication gaps and even the perceived need for standardized documentation.

The combination of the quantitative and qualitative approaches also strengthened both the reliability and the validity of the study. The collection of the quantitative responses helped in providing statistical clarity on the patterns amongst respondents, while the qualitative insights explained the reasoning behind the patterns. Likert-scale questions in the study were supported directly by the open-ended feedback where interns described their reasoning. The collection of data aligned the methodology chosen for the research with the literature review that was focused on, emphasizing both the knowledge transfer practices (Nonaka, 1994) and the importance of structured documentation when it comes to learning (Madhavan and Grover, 1998).

Overall, the methodology aimed to capture actionable insights from the company by engaging both interns and experienced project managers, project coordinators and data collection project managers; thus, the study ensured that various perspectives were captured from those who undergo onboarding and those who facilitate it. This methodology would not only help reinforce the relevance of the study but also support the company's broader goals of enhancing efficiency, supporting smooth transitions and sustaining transformational adaptability in a competitive global market.

3.5.1 Sample and Participants

The study involved a total of 13 participants, comprising 5 interns, from the current PM and DC team, and 8 Project Managers and Project Coordinations from the project management and data collection teams from various branches - Budapest, Bangkok, Kolkata and Medellin. Participants for this study were selected using purposive sampling as their roles directly related to the onboarding process,

either in terms of interns experiencing it firsthand or as mentors who often are responsible for delivering onboarding processes. The selection method ensured that the data was collected from those most directly involved and capable of providing detailed insights into the current onboarding strengths, gaps and potential improvements.

At the same time, ethical considerations were carefully maintained throughout the study with the participation being voluntary and respondents informed of the purpose of the research beforehand. To preserve anonymity and confidentiality, no person identifiers were collected and results were collected at the end rather than having results reported individually. This approach fostered openness, ensuring that participants could help provide candid reflections on the onboarding process. The study's ultimate purpose was to improve onboarding through the creation of a new and updated structured manual, which was conveyed transparently to the respondents, emphasizing the relevance to both the interns' development and PMs' efficiency, especially at present moment when the company is undergoing significant transitioning and the interns will be considered the main point of contact for several procedures.

3.5.2 Data Collection

The data for this study was collected through two separate online questionnaires via Google Forms, each tailored to its respective audience group - one designed for interns and another designed for the project managers and coordinators in the PM team. The intern questionnaire focused on the clarity of role explanations, accessibility of tools, preparedness for independent work and the challenges encountered during onboarding. On the other hand, the PM team questionnaire focused on the evaluation of the interns' adaptation, time spent clarifying tasks and perceived benefits of a structured onboarding manual. The differences in the questionnaires ensured that the questions remained relevant, audience-specific, and directly related to the participants' experiences.

The use of Likert-scale items provided a standardized way of measuring perceptions, allowing for quantifiable comparisons across responses. For example, questions on task clarity or tool adaptation provided clear indicators of where the

onboarding process fell short. Meanwhile, the open-ended questions allowed the respondents to elaborate on specific challenges and suggest improvements. This mix enabled the collection of both statistical data and descriptive accounts, ensuring a richer and more nuanced dataset collection.

Where the Likert-scale questions identified trends across the sample, the qualitative feedback added the context, details and recommendations needed for a balance of breadth and depth of insights. The approach was directly aligned with the study's aim to assess the current onboarding process, highlight the pain points and evaluate the general consensus on whether a structured documented manual could serve as a viable solution to bridge the gap between theory and practice in intern training.

3.5.3 Questionnaire

To ensure both accuracy and relevance, two sets of questionnaires were formed via Google Forms for the intern team and the PM team. The sets of questionnaires are as below:

1. **Intern Questionnaire**

- Section 1 - Introduction:
 - Role in Andovar
 - Duration of Work in Andovar
 - Prior experience with the tools and materials used in Andovar
- Section 2 - General Experience: (Likert Scale Section - Rating 1, Lowest, to 5, Highest)
 - How clear were your roles and responsibilities explained during the onboarding process?
 - How easy was it to access the resources and tools needed for your tasks (e.g., Phrase, NetSuite, SharePoint)?
 - How well did the onboarding prepare you to work independently on assigned tasks?
- Section 3 - Training and Support:
 - How effective were the current training materials or verbal instructions provided? (Likert Scale Question - Rating 1, Uneffective, to 5, Highly Effective)

- How frequently did you need to ask for clarification on basic tasks (e.g., file management, QA steps)? (Likert Scale Question - Rating 1, Very Frequently, to 5, Rarely)
- Which areas did you find most challenging to learn during onboarding? (Open-Ended Question)
- Section 4 - Feedback and Improvement: (Open-Ended Section)
 - How useful do you think a structured onboarding manual (step-by-step guide, examples, FAQs) would have been for you and in what way?
 - If you could suggest one improvement to the onboarding process for future interns, what would it be?

2. PM Team Questionnaire

- Section 1 - Introduction:
 - Role in Andovar
 - Duration of Work in Andovar
- Section 2 - Onboarding Process Evaluation: (Likert Scale Section - Rating 1, Lowest, to 5, Highest)
 - How clear and structured do you feel the current onboarding process for interns is?
 - How well do you think interns adapt to using company tools (e.g., Phrase, NetSuite, SharePoint) after initial training?
 - How much time do you typically spend clarifying basic tasks to interns during their onboarding period?
- Section 3 - Challenges and Improvement: (Likert Scale Section - Rating 1, Lowest, to 5, Highest)
 - How effective do you believe a structured onboarding manual would be in reducing repetitive guidance tasks?
 - How much would a standardized manual improve overall efficiency for both PMs and interns?
 - From your perspective, what is the most common challenge interns face during onboarding? (Open-Ended Question)
- Section 4 - Final Thoughts: (Open-Ended Section)
 - In your opinion, what one change could make the intern onboarding process more effective?

- Do you think that a fully annotated and step-by-step breakdown of the processes in Andovar could help support the initial onboarding process of interns? In what way?

3.6 Results and Data Analysis

- Section 1: Introduction to the Findings

The study collected responses from a total of 13 participants. Five of the participants were from the intern team, comprising 4 Project Management Interns and 1 Data Collection Intern, and eight respondents were full-time members of the Andovar team (four Project Managers, two Project Coordinators and two Data Collection Project Managers). The respondents represented a diverse range of experiences, from interns with less than six months in the company to senior PMs with over a decade of tenure. This distribution provided valuable insights into both sides of the onboarding process, including interns' experiences and the senior staff's observations in the recurring challenges. Another factor to consider, amongst interns, was that none of the interns reported prior experience with any of the tools and systems used, indicating that their adaption and transition in the company relied solely on the Andovar's onboarding and training.

- Section 2: Evaluation of the Current Onboarding Process

Across both the groups, the onboarding process was evaluated as neutral to unclear. Interns rated the explanation of roles and responsibilities as an unclear aspect and their preparedness for independent work ranges from slightly prepared to neutral. The findings suggest that while some foundation understanding was gained, there were gaps that still persisted which consequently limits the independent task execution seen amongst interns. Similarly, PMs indicated that the current process is not very structured and can be considered outdated which aligns with the interns' perspectives as shown in the findings. Both perspectives highlight a lack of a standardized onboarding documentation or framework that sufficiently prepares new hires for independent work.

The understanding of resources and tools was also highlighted as a concern with interns rating the accessibility as slightly easy to not very easy, emphasizing the difficulties in navigating platforms like Phrase and NetSuite without significant guidance and with only outdated training manuals. This is reinforced by the PMs' observations that interns adapt

only moderately well to company tools after the onboarding tools, with additional time frequently required to clarify even basic tasks. The alignment of these findings indicates that the challenge lies not in the interns' willingness to adapt to the new environment but in the lack of structured resources to support tool learning.

- Section 3: Challenges and Training Effectiveness

Training materials and verbal instructions received mixed reviews, with interns describing them as slightly effective when performing basic tasks but ineffective when having to handle more advanced project responsibilities. This demonstrates that while surface-level exposure exists, the training and onboarding materials lack depth and scalability for progressively complex workflows. As per the findings, interns also reported seeking clarification frequently, pointing to the inefficiency in the initial onboarding process.

Members of the PM team mirrored the findings aforementioned, with many PMs reporting that they spend frequent to very frequent time clarifying repetitive questions during onboarding and during the basic tasks provided to interns; thus, this directly reduces the overall team efficiency, as experienced managers are required to revisit foundational instructions rather than focusing on higher-value project oversight. The similarities in the intern and PM perspectives emphasizes that the issue lies within the foundation learning rather than in the individual learning curves of new hires.

Furthermore, the findings show that both interns and PMs consistently identified tool-related challenges and gaps in training as key obstacles during the onboarding process. PMs observed that while interns managed administrative tasks fairly well, a common struggle with complex responsibilities due to limited training materials and unfamiliarity with internal tools was identified. They also highlighted that interns often lack awareness of the broader project management role, including client diplomacy and workflow coordination which often resulted in repeated clarification requests.

Interns shared similar concerns, noting that the onboarding resources were often outdated or insufficiently detailed, making it difficult to navigate internal tools like Phrase and NetSuite or even to align project-specific requirements. These gaps in understanding hindered the ability of interns to work independently and confidently. Putting all factors

together, the perspectives all suggest that the current process prepares interns for surface-level tasks but does not quite adequately equip new hires for advanced responsibilities; thus, this reinforces the need for a structured, updated onboarding manual to streamline training and reduce reliance on ad-hoc guidance.

“Understanding internal tools and aligning with project expectations initially felt overwhelming due to limited documentation.”

“Navigating the tools was the most challenging as the current training resources are outdated and tools have been updated, it was initially difficult to understand how to perform certain tasks.”

“Understanding the workflow nuances took the most time to grasp”

- Section 4: Potential for Improvement Through Structured Documentation

Both PMs and interns strongly indicated that the introduction of a structured onboarding manual or playbook would significantly enhance the onboarding experience and improve workflow efficiency. From the perspective of a PM, while occasional training sessions exist for new processes, they cannot be considered comprehensive enough to cover the full scope of tasks expected of an intern. A step-by-step handbook with detailed tasks breakdowns, sample cases, and standardized workflows would minimize repeated questions, allowing interns to gain confidence more quickly, and reduce the time required before they can contribute effectively to real projects.

Similarly, interns highlighted that a clearly defined onboarding guide would have helped them navigate tasks faster, reduce confusion and build confidence early in their roles. This emphasizes the value of a structured manual containing FAQs, walkthroughs, and role-specific examples, as this would provide a consistent reference point to revisit when uncertain about a process. With such documentation, interns felt that their transition into the company would definitely be smoother, the learning curve shortened and that their contributions could have been more impactful early on. Both perspectives point to the onboarding manual as a tool, not only for improving efficiency, but also for a sense of clarity, consistency and transition across the team.

“A step-by-step onboarding manual with examples and FAQs would save time, reduce confusion, and help me feel more confident and consistent in completing tasks.”

“I would suggest providing a clear step-by-step onboarding manual or checklist with examples, so interns can quickly understand their tasks and refer back to it when needed.”

“A detailed manual or training resource that would explain everything step-by-step, and something we can refer to in the future, so that when handling projects individually, we will not have to constantly rely on the guidance of our senior colleagues.”

3.6.1 Applying the Solution

The results of this study strongly favor the suggestion of a structured onboarding manual or a PM playbook that would help bring significant value to Andovar, improving operational efficiency and even the overall learning experience for interns. Several PM team members highlighted that while ad-hoc training exists for new processes, the absence of a centralized resource often leads to repeated questions, slower task execution and uneven confidence among new team members. Addressing such issues through a formal and standardized playbook, the company can save considerable time for project managers, reduce inconsistencies in task execution, and even help interns transition into their roles more effectively.

The proposed solution of an **Intern Onboarding Guide** emphasizes on the 3 main areas of improvement as per the feedback and suggestions received from interns and experience mentors:

1. **Step-by-Step Task Documentation:** The inclusion of clearly annotated workflows of basic tasks (PO Creation, Project Milestone Setup, etc.) to more project-based tasks (Client Communication, Project Trackers, etc.) will reduce reliance on verbal repetition and enable interns to work independently sooner.
2. **Role-Specific Examples and FAQs:** Practical case studies, annotated screenshots and answers to common queries will help interns build confidence while helping with faster transition to project requirements.
3. **Standardized Reference Materials:** A centralized playbook stored on platforms like SharePoint or Notion can consolidate tools, best practices to follow and workflows to consider, making the onboarding process more accessible for future teams.

Implementing these improvements not only streamlines onboarding but also builds a long-term foundation for knowledge management within Andovat. As the company continues to grow and manage increasingly complex projects from new clients, a structured approach ensures consistent quality, reduced training time

spent by senior staff and a strengthened organizational resilience in adapting to new client demands.

Chapter 4: Conclusion

4.1 Discussion and Conclusion

The findings of this study highlights the challenges that interns and project management staff face in the absence of a structured documented manual or guideline with both groups pointing out the difficulties in understanding workflows and adapting to internal tools. While interns reported feeling uncertain and less confident, project managers noted the strain of having to clarify basic tasks; thus, these results emphasize the gap between the existing processes and the need for a standardized documentation that provides consistency and efficiency.

The proposed solution directly addresses these issues by consolidating the company's knowledge into a single, accessible resource with the approach being strongly supported by both interns and experienced staff. Reduction of inefficiencies, fostering of independent learning and building confidence would be the likely outcomes of such an approach. In addition, centralizing the documentation on certain platforms will ensure long-term scalability and provision of an evolving knowledge base that adapts to the organizational transitions and growth. This also aligns with the existing literature on the need for onboarding and knowledge management which stresses the value of documenting processes to improve adaptation in dynamic work environments like the one at Andovar.

Despite the positive outcomes, the study, in its own right, has its limitations that should be acknowledged. With the small sample size of 5 interns and 8 project management staff, the generalizability of the findings is limited. In terms of reliability, the reliance on the questionnaire may result in potential bias and socially desirable answers, while the validity can be further enhanced through direct observation with a proper playbook in place.

Overall, the study demonstrates that the development of a structured onboarding manual is not only practical but a strategic investment for Andovar where the standardization of processes can create a seamless transition for interns and reducing the training burden for senior staff. For the researcher, the project also served as a valuable opportunity to gain

insights into the practices of the PM team, explore the effectiveness of structured documentation and the development of practical skills. For Andovar, the findings present a clear pathway towards greater efficiency by giving them an insight on how to design impactful organizational improvements.

4.2 Summary of the Internship

4.2.1 Self-Assesment of the Experience

During my internship at Andovar, I had the opportunity to immerse myself in real-world project management practices while simultaneously bridging my academic knowledge with practical applications. My role in the company allowed me to take part in diverse tasks such as managing file deliveries, supporting location workflows, assisting with data collection initiatives and several others. The interaction with such activities not only sharpened my organizational and communication skills but also enhanced my ability to oversee and manage multiple priorities at the same time. A key aspect would also be the learning process of navigating through professional PM tools which provided me with a solid technical foundation and confidence in the industry.

At the same time, another important aspect of my experience was my engagement with the onboarding manual project and research, which allowed me to identify a gap in the current practices and contribute by proposing a structured solution. The experience deepened my understanding of knowledge transfer and role of onboarding in improving efficiency across teams; thus, this allowed me to practice critical thinking, problem identification and research methodologies. Nevertheless, this internship has, undoubtedly, significantly contributed to my professional growth, giving me both the technical and interpersonal skills required for my future career path and roles in the industry of project management and perhaps even beyond.

4.2.2 Limitations of my Experience

While my internship provided me with practical exposure, there were limitations to my experience that influenced the depth of my contributions. One of the challenges was the limited time frame of the internship, which restricted my

ability to fully explore any of the long-term projects or see the results of implemented changes in practice. As an intern, while I had the opportunity to independently work on a few projects, my responsibilities were primarily focused on supporting roles in projects; therefore, while I gained practical insights into the workflows, I was not able to lead full-scale projects that required advanced project management methodologies.

Apart from the timeframe, another limitation was the narrow scope of my interactions due to the limited face-to-face collaboration, with most of the senior colleagues being from different countries, which reduced the opportunities to fully engage in the company's culture or build deeper professional networks across departments. Therefore, while my experience remains valuable, I was not able to capture the full spectrum of Andovar's global operations. Though a limitation, these are the natural constraints of the company and an opportunity for future learning in areas such as cross-cultural collaboration and strategic learning, a development milestone further in my career.

4.3 Recommendations to Andovar

While the company already demonstrates strong capabilities in project management and localization, based on my internship experience and findings from the study, there are areas of improvement that could potentially affect Andovar's efficiency, knowledge transfer and overall onboarding process. A few recommendations are as below:

- **Development of a Comprehensive Intern Onboarding Manual:** A structured, step-by-step playbook with annotated examples, FAQs, and process breakdowns to reduce repetitive explanations, shorten the learning curve and ensure consistent knowledge transfer across teams.
- **Leveraging Digital Platforms for Centralized Knowledge Sharing:** Consolidating key onboarding resources, training materials, training meetings and process guides into a centralized platform like SharePoint or Notion, to ensure that they are easily accessible, regularly updated and standardized for all.
- **Introduction of a Structured Feedback Loop:** Implementing a simple mechanism, like check-ins or surveys, for interns and new employees to provide feedback on

the onboarding process, allowing gap identification, training material refinement and adaptation to evolving project requirements.



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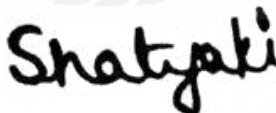
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II. Appendix

- Internship Daily Diary

MONTH: MAY	
WEEK 1	
Day 1: Monday 19th May 2025 <i>Working Hours:</i> <i>11 AM to 8 PM</i>	• Attended company orientation session and received an overview of Andovar's operations and internship expectations • Met with Khun Apple (HR Administrator) for an office tour and introductory discussion • Set up official Andovar accounts and familiarize myself with core communication tools, including Slack. • Contacted Direct Supervisor, Shatyaki Bohra (General Manager from Kolkata Branch) • Introduced to Global Project Management Team and the Bangkok PM Team
Day 2: Tuesday 20th May 2025 <i>Working Hours:</i> <i>11 AM to 8 PM</i>	• Research ISO Language Codes commonly used within Andovar • Reviewed key Project Management Documentation, including Audio Script Layout and Pronunciation Guidelines • Studied the Linguistic Quality Assurance (LQA) Guidelines, learning how to identify and report linguistic errors accurately • Reviewed task templates used by Resource Management (RM) Team for efficient task delegation and monitoring • Set Up NetSuite Account and learned to navigate the dashboard
Day 3: Wednesday 21st May 2025 <i>Working Hours:</i> <i>11 AM to 8 PM</i>	• Understood how to create Opportunities (OPP) from Purchase Orders (PO) and Customer Details (CU) in NetSuite • Explored Sharepoint and learned how to access, organize, and interpret files using abbreviations such as SO (Source File) and ADVR (Quotation) • Studied Andovar's workflow process in NetSuite, focusing on project creation and task allocation • Analyzed quotation structures to understand different pricing models used in localization • Participated in a training session led by Mr. Sheikh Nurani (Senior Project Manager from India Branch)
Day 4: Thursday 22nd May 2025 <i>Working Hours:</i> <i>11 AM to 8 PM</i>	• Learned to create a Sales Order (SO) from a Quotation (QU) • Learned to initiate a new Project based on sales data • Develop Project Tasks and Milestones and link them to RM workflows • Received an overview of Slack for project communications • Learned how to read and interpret a Kick-Off Email, marking the official start of a project • Received a task to initiate the kick-off process, to Khun Orapa Dilokkunanant (PM from Bangkok Branch), for a localization project involving a Japan-based client
Day 5: Friday 23rd May 2025 <i>Working Hours:</i> <i>11 AM to 8 PM</i>	• Studied how Translator Surveys function, including the evaluation criteria and scoring metrics • Learned how translating pricing varies based on word count, complexity and scoring metrics • Studied weightage calculations in quotation pricing • Reviewed training materials for Phrase, a cloud-based translation management system to understand its interface and functionalities • Initiated a kick-off process, to Mr. Alessandro D'Onofrio (PM from Budapest Branch), for US NGO • Initiated a kick-off process, to Anna Teixidor (PM from Budapest Branch), for a Dublin-based client
WEEK 2	
Day 6: Monday 26th May 2025 <i>Working Hours:</i> <i>11 AM to 8 PM</i>	• Attended a training session on adding new vendors to Andovar's database by Shatyaki Bohra • Added 3 new Andovar vendors, Freelance Project Coordinators, to the database by correctly documenting their profiles for use in future projects

	- Assigned on a publishing localization project for a client based in Dublin, under the supervision of Adrienn Toth (Project Manager from Budapest Branch) - Participated in a detailed training and project briefing session with Adrienn Toth to gain insights into the project scope, localization requirements and initial task delegation	
Day 7: Tuesday 27th May 2025 <i>Working Hours:</i> <i>11 AM to 8 PM</i>	- Participated in a brief training session with Khun Nutruethai Arsaprakhone (Project Manager from Bangkok Branch) and Khun Praewpailin Eiamtharachai (Vendor Manager from Bangkok Branch) for details into the multilingual file preparation project - Assisted in the formatting and runtime adjustment of a video-based localization project, ensuring that the timing aligned accurately with the content across multiple languages - Reformatted localized content for 4 target languages - Tamil, Turkish, Nepali and Polish - into structured Excel files, preparing them for client review and approval	
Day 8: Wednesday 28th May 2025 <i>Working Hours:</i> <i>11 AM to 8 PM</i>	- Participated in a brief discussion with Mr. Pradipta Bhattacharya (PC from Kolkata Branch) regarding project details for a VIP-level client and the creation of corresponding POs - Created Purchase Orders for 31 linguist vendors for a LQA process - Reformatted and edited the runtimes for 4 languages - Arabic, Hindi, Chinese and Japanese - in Excel for client review - Attended a training session with Adrienn Toth on managing proofreading tasks - Compiled and organized completed proofreading files for a project batch - Created a project milestone in NetSuite for an assigned QA task	
Day 9: Thursday 29th May 2025 <i>Working Hours:</i> <i>11 AM to 8 PM</i>	- Reformatted and edited video runtimes for 5 languages - Marathi, Persian, Russian, Thai and Urdu - in Excel, preparing the files for client review and feedback - Created Purchase Orders for 32 linguist vendors across 3 project batches, covering a range of tasks including Translation, Post-Editing, Editing and LQA - Attended a training session with Ms. Adrienn Toth on contacting the linguists for the monthly project, including sending the correct source and QA files provided by the team - Composed and sent QA assignment to 6 linguists, asking for both availability and cooperation in ensuring file delivery accuracy and task instructions	
Day 10: Friday 30th May 2025 <i>Working Hours:</i> <i>11 AM to 8 PM</i>	- Emailed vendors to confirm their availability and acceptance for their proofreading project assignments - Reviewed QA reports submitted by vendors to ensure that the feedback was clearly documented and aligned with project expectations - Created Purchase Orders for 21 vendors for tasks including Post-Editing and Editing - Assigned a new batch of proofreading tasks to 6 vendors via email, along with the relevant instructions and files - Generated Purchase Orders for 6 vendors upon successful completion of 3 batches of proofreading tasks	
Internship Supervisor		Shatyaki Bohra <i>Director of Project Management and Country Head (India)</i> Signed: 02/06/2025

MONTH: JUNE

WEEK 3

Day 11: Monday 2nd June 2025 <i>Working Hours:</i> <i>11 AM to 8 PM</i>	- Followed up with the remaining vendors assigned to the Dublin-based project for 2 pending work batches - Initiated the kick-off process for a new project from a Dutch-based client, under supervision of Adrienn Toth - Reissued a corrected PO for a vendor from a previous project batch and communicated the update via email - Issued a new PO for a vendor to cover an additional 2 hours of proofreading
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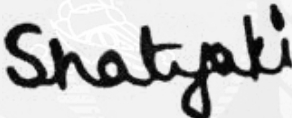
	- Processed a batch of 5 Purchase Orders for Post-Editing tasks in Ukrainian, Bulgarian, Albanian, Khmer and Tagalog - Created 2 Purchase Orders for LQA vendors handling Portuguese (ptBR) and Spanish (esEU) - Collected and reviewed QA report files from 6 vendors, for a recheck before uploading to SharePoint for further project use - Created a new NetSuite project task assignment for final QA report submission to the designated team
Day 12: Tuesday 3rd June 2025	Bangkok Branch Holiday (Public Holiday: Queen Suthida Birthday)
Day 13: Wednesday 4th June 2025 <i>Working Hours:</i> <i>11 AM to 8 PM</i>	- Created a batch of 23 Purchase Orders for a digital agency client, covering proofreading and transcreation tasks across 8 languages - Performed a QA check by cross-referencing translated files with source files and applying the client's specific QA criteria for 6 languages before copying the edited versions of the translated content for client review - Organized and prepared 2 task batches in 6 languages for client review - Attended a brief project planning meeting with Adrienn Toth (PM from Budapest Branch) regarding a new work batch for the ongoing monthly project
Day 14: Thursday 5th June 2025 <i>Working Hours:</i> <i>11 AM to 8 PM</i>	- Reformatted run time durations for 4 languages - Bengali, Hebrew, Kannada, Telugu - for client review - Officially joined my 2nd monthly project team, under Rattanamon Kwan-oon (Project Coordinator from Bangkok Branch) - Issued a batch of 3 Purchase Orders for Thai linguists, covering tasks like Post-Editing, Editing and LQA - Finalized and submitted edited content for a work batch in 6 languages - German, French, Spanish, Italian, Dutch and Polish - Assisted in the kick-off of a new project for a Japan-based client, under Orapa Dilokkunanant (PM from Bangkok Branch) - Accessed Phrase and participated in a brief training session with Anna Teixidor (PM from Budapest Branch) - Assigned the Phrase links for the 2 new translation batches to the respective 6 linguists before emailing the offers along with instructions and files
Day 15: Friday 6th June 2025 <i>Working Hours:</i> <i>11 AM to 8 PM</i>	- Followed up with 6 linguists to confirm progress and ensure timely submission of tasks due - Provided assistance and support to linguists regarding task access and file-related clarifications - Initiated a kick-off process for a new project to Nutruethai Arsaprakhone (PM from Bangkok Branch) for a UK-based client - Conducted a QA review of 130 files, verifying consistency and accuracy in the English to Turkish translations - Attended a project status meeting with Adrienn Toth to discuss updates on ongoing and upcoming monthly projects
WEEK 4	
Day 16: Monday 9th June 2025 <i>Working Hours:</i> <i>11 AM to 8 PM</i>	- Initiated the kick-off of a new Dublin-based project for Felipe (PM from Medellin Branch) - Assisted in setting a new project milestone for the Resource Management Team - Attended a training session with Mr. Kunal Sharma (PC from Kolkata Branch) on how to assign project tasks - Followed up with 6 linguists working on a project for a US-based client - Created a Post-Engineering task assignment - Participated in a brief discussion with Khun Rattanamon regarding scheduling for upcoming project batches - Kicked off 2 new client projects for Khun Orapa - Set a QA milestone task for 6 languages to ensure that the final content aligns with client's specifications and guidelines
Day 17: Tuesday 10th June 2025	- Performed QA edits for 6 languages - German, Spanish, French, Italian, Dutch and Polish - for 2 new project batches covering 16 line items - Created a batch of 35 Purchase Orders for linguists who did LQA tasks - Kicked-off a new video localization project assigned to Khun Orapa - Created a new QA task for a project from a UK-based client, ensuring client specifications

Working Hours: 11 AM to 8 PM	- Initiated a data collection project assigned to Ms. Yu Ya Kyaw (PM from Bangkok Branch) - Kicked-off a new voiceover project to Adrienn - Issued 4 Purchase Orders for LQA tasks completed by linguists on a project for a US-based client
Day 18: Wednesday 11th June 2025 Working Hours: 11 AM to 8 PM	- Sent task assignment emails to 6 linguists for a new project batch for Chinese, Hindi, Arabic, Urdu, Bengali and Malayalam - Completed duration formatting for 5 languages - Swiss German, Austrian German, Malayalam, Chinese (Taiwan) and Chinese (Hong Kong) - Attended a training session with Adrienn regarding a new translation project batch - Kicked-off a new project for an India-based client to Ms. Lipika Halder (PM from Kolkata Branch) - Participated in weekly Project Management team meeting with the Bangkok branch to review project updates - Created a new QA task in NetSuite for a project from a Dublin-based client
Day 19: Thursday 12th June 2025 Working Hours: 11 AM to 8 PM	- Created a batch of 11 LQA Purchase Orders and 11 Post-Editing Purchase Orders for projects managed by Mr. Pradipta - Processed an additional 10 Post-Editing Purchase Orders for a project - Created a Final QA task in NetSuite for a project under the supervision of Adrienn - Emailed 6 linguists regarding task assignments for an animation project - Set up a Pre-Engineering task for a project overseen by Khun Rattanamon - Followed up with linguists on deliverables for an ongoing project batch - Initiated a new project kickoff for Adrienn - Created and emailed an invoice to a VIP client - Sent a new project batch offer and Phrase links to 4 linguists for a new assignment - Issued an LQA PO for a Thai linguist - Created a batch of 3 Post-Editing Purchase Orders for Adrienn - Created a batch of 5 Translation Purchase Orders for a recently completed project
Day 20: Friday 13th June 2025 Working Hours: 11 AM to 8 PM	- Began work on a new project batch received from a client, preparing initial task setup - Created 4 Phrase tasks for linguists to complete as part of an ongoing batch - Set up a Pre-Engineering task milestone in NetSuite for an incoming project batch - Created a QA task milestone for an ongoing monthly project - Emailed deliverables to clients for 2 completed project batches - Issued a batch of 26 Purchase orders for Post-Editing and LQA tasks assigned by Mr. Pradipta - Sent new task offers to 6 linguists - German, Spanish, French, Italian, Dutch and Polish - for 2 upcoming project batches - Created a Post-Engineering task for an ongoing project to support final deliverables - Generated an invoice for a VIP client for another monthly project batch - Learned to use NetSuite's time tracking feature to record time spent on individual project tasks - Brief meeting with Adrienn for an ongoing project
WEEK 5	
Day 21: Monday 16th June 2025 Working Hours: 11 AM to 8 PM	- Followed up with linguist regarding the task progress for an ongoing project - Set a project milestone for the QA team for the 3rd batch of a monthly project - Learned how to and successfully updated the Sales Order values for 5 batches of a monthly project - Issued an invoice for an eLearning localization client upon project completion - Reformatted run times for 4 Spanish variants: es-Argentina, es-Chile, es-Colombia, es-Mexico - Issued an invoice for a client under Adrienn

	Updated the Phrase task status for linguists who completed the monthly project to reflect the current progress
Day 22: Tuesday 17th June 2025 <i>Working Hours:</i> <i>11 AM to 9 PM</i>	- Followed up on the QA task milestone for the ongoing monthly project - Reviewed and corrected the QA report before submitting it to the client for final delivery - Created Post-Engineering task milestones for 2 batches within a monthly localization project - Issued an invoice for a completed project managed by Manidipa Das (PM from Kolkata Branch) - Reformatted the run time duration for Hindi for a project - Reviewed the Sales Order and Purchase Order for accuracy on a project - Kicked off a video localization project to Manidipa - Updated the Sales Order for a large-scale project involving 15 languages and 176 line items - Coordinated with the relevant team to collect Post-Engineering files for an ongoing project - Created a QA task in NetSuite for an ongoing project batch received after completion of translations - Set up a Slack channel and sent key project details for a new video localization project - Officially assigned to lead and manage a large-scale document localization project covering 56 languages - Updated Sales Order value for a document localization project to reflect scope changes - Assisted in confirming segment statuses on Phrase and checking QA errors in files for the Post-Engineering team
Day 23: Wednesday 18th June 2025 <i>Working Hours:</i> <i>11 AM to 8 PM</i>	- Assigned 12 task files to linguists for Chinese Simplified to English translation - Sent Post-Editing task offers and Phrase links to linguists for a new assignment - Learned how to export .xliff files for linguists working on the project - Created a Pre-Engineering task milestone for a newly received batch in the monthly project - Issued a batch of 14 translation Purchase Orders for an eLearning localization project handled by Pradipta - Joined a new game localization monthly project team supervised by Manidipa Das - Joined a new sportswear brand client project team supervised by Pradipta - Followed up with 4 pending linguists - Italian, Karen, Burmese and Chinese (Hong Kong) - assigned to the project I was leading - Issued 56 Purchase Orders for my assigned project for the linguists who worked on the document localization project - Issued a batch of 5 Post-Editing Purchase Orders for a project supervised by Adrienn - Created a batch of 6 proofreading Purchase Orders for a batch of project I was managing - Assigned 6 linguists to a new batch of the monthly project and emailed them with detailed instructions and access links to their respective files
Day 24: Thursday 19th June 2025 <i>Working Hours:</i> <i>11 AM to 8 PM</i>	- Created a Pre-Engineering task milestone for a new batch in the monthly project - Arranged and inserted completed translations into the client's files to prepare it for delivery - Issued a Purchase Order for a Czech linguist assigned to a project handled by Pradipta - Issued a Purchase Order for a Thai linguist assigned to a project managed by Khun Rattanamon - Processed a batch of 10 Purchase Orders for an eLearning localization project - Prepared and exported a .xliff file for client use in an ongoing translation project - Assigned 6 linguists to a new translation batch within a monthly project and emailed them with the task instructions - Supported file review by comparing 2 documents and applying translation edits to the BT file based on the completed workflow previously edited by the linguist - Issued a batch of 6 Post-Editing Purchase orders for tasks coordinated by Adrienn
Day 25: Friday 20th June	- Issued a Purchase Order for a LATAM Spanish Post-Editor for a completed project - Processed a batch of Post-Editing Purchase Orders for a game localization project

2025 Working Hours: 11 AM to 8 PM	• Issued a batch of 11 Post-Editing Purchase Orders for a project managed by Adrienn • Created a batch of 5 LQA Purchase Orders for an eLearning localization project • Set a Post-Engineering task milestone for 2 completed batches of translated content • Issued a batch of 10 LQA Purchase Orders for a project managed by Pradipta • Generated 2 invoices for completed batches in a completed eLearning project - one for the initial batch and one for an additional order mid-project • Issued a batch of 9 LQA Purchase Orders for a project completed by Manidipa • Assigned 54 files each to 13 linguists via Phrase for a new translation batch of the Medical Content Review project • Issued a batch of 18 LQA Purchase Orders for a high-volume project managed by Adrienn
WEEK 6	
Day 26: Monday 23rd June 2025 Working Hours: 11 AM to 8 PM	• Joined a new project team focused on video localization for health-related subjects • Co-ordinated with the QA team to request a recheck of a project batch prior to delivery • Created a pre-engineering task for 2 new batches in the monthly project • Inserted translated content into client files for 2 completed translation batches in preparation for delivery • Updated the Sales Order value in NetSuite for 4 new task batches part of the ongoing monthly project • Received a new proofreading batch from a Dublin-based client as part of the monthly project • Sent a proofreading task covering 6 languages to the QA team and updated the project tracker for the team • Sent 2 new batches of a monthly project to 6 linguists to confirm their availability for proofreading tasks and sent them the corresponding Phrase links and instructions for the task
Day 27: Tuesday 24th June 2025 Working Hours: 11 AM to 8 PM	• Followed up with linguists regarding the progress of the assigned translation batches • Reviewed the submitted translations and updated the project status accordingly • Co-ordinated with the QA team regarding the 2 ongoing project batches for review • Sent a previously completed batch of translations to a second round of QA due to missing edits • Followed up on a document localization project that had missing languages coverages and worked with the Vendor Management team to identify available linguists for support • Updated the Sales Order value for 10 line items in a game localization project (English to Thai) for the June batch • Reviewed QA reports for a Dublin-based client and emailed 6 proofreaders regarding integration issues • Issued 3 Post-Editing Purchase Orders for Chinese to English linguists on a game localization project • Kicked-off a new eLearning localization project for Puja Saha • Issued a batch of 16 translation Purchase Orders for Chinese to Thai translators
Day 28: Wednesday 25th June 2025 Working Hours: 11 AM to 8 PM	• Sent 2 completed proofreading batches to the Post-Engineering team for processing • Followed up with linguists on a pending proofreading batch for the monthly project • Created a QA task milestone to ensure deliverables met the client's compliance requirements for translation • Completed QA edits for 2 batches based on QA team feedback, covering six languages • Followed up with linguists to confirm availability for assigned tasks for an ongoing batch • Collected and reviewed the LQA files submitted by linguists and set a project task milestone for the QA team for a final QA check • Monitored the file progress and task status for 16 languages in an ongoing video localization project using Phrase • Assisted in updating the project status tracker to ensure smooth project handovers across time zones • Assigned a certified Medical Review linguist for the Tagalog files • Created a new progress tracking page to monitor translation status for the 16-language batch in the video localisation project

	• Participated in the Bangkok weekly team meeting to review ongoing projects and its status • Updated the Sales Order value for a project overseen by Khun Rattanamon • Issued 6 Post-Editing Purchase Orders for Chinese to English linguists involved in a game localization project • Issued a batch of 3 Post-Editing Purchase Orders for linguists who worked on a document localization project • Issued a batch of 12 Post-Editing and Editing Purchase Orders for 6 languages in an e-commerce project • Kicked off a new document localization project for Lipika • Issued 2 Post-Editing Purchase Orders for Traditional Taiwanese and Traditional Hong Kong Chinese linguists
Day 29: Thursday 26th June 2025 <i>Working Hours: 11 AM to 8 PM</i>	• Reviewed QA feedback for 2 batches of a monthly project to ensure compliance with the client's requirements • Applied the final edits to the translations and copied the approved content into the client files for delivery • Received a new batch from a US-based client and created a Pre-Engineering task to prepare files for upload in Phrase • Checked the final QA reports received from the QA team and proceeded with the final file delivery to the client • Updated an English-to-Thai Termbase with over 200 entries to ensure consistency for a game localization project • Updated the status tracker for the video localization project, covering 2 workflows - Post-Editing and Revision Post-Editing • Assigned 6 linguists to a new batch for the monthly project, providing task instructions and Phrase access links • Issued a batch of 10 Linguistic QA Purchase Orders for a document localization project • Received a new round of QA reports from the QA team for an ongoing proofreading batch • Contacted and sent offers to the relevant linguists for proofreading, including QA reports, source files, and animation links • Issued a batch of 4 Post-Editing Purchase Orders for Chinese to English linguists • Contacted the Invoice and Accounts Payable team to address an issue with a pending linguist Purchase Order • Provided support in resolving issues related to previously issued Purchase Orders for linguists
Day 30: Friday 27th June 2025 <i>Working Hours: 11 AM to 9 PM</i>	• Issued a batch of Purchase Orders for Post-Editing, Termbase Translation and Editing tasks across 14 languages for a procurement-based client • Issued a batch of 6 Purchase Orders for Post-Editing and Editing in Thai, Indonesian and Vietnamese • Processed a batch of 19 Purchase Orders for a game localization project • Updated the Sales Order value for 72 line items in a document localization project, based on an estimate previously created by the Sales team • Created an invoice for a completed project batch for the client • Updated the Phrase task status for a newly completed batch • Reviewed and corrected proofread files on Phrase by fixing tag and formatting issues • Created a Post-Engineering task for the finalized batch to support file preparation and handoff • Joined a new project team for image annotation, working under the guidance of Khun Praewpailin • Attended a brief project briefing with Khun Praewpailin and Khun Sudsita to discuss task instructions, project guidelines and scheduled workflows • Updated the workflow tracker to reflect the current status and completion of project files • Updated the Sales Order value for 184 line items related for the ongoing video localization project • Listed the completed Medical Review workflows for multiple languages and initiated a Post-Engineering task • Followed up with proofreading linguists regarding a pending task batch • Collected and reviewed QA reports for compliance with the client's requirements • Created a project milestone in NetSuite for the final QA check of the submitted reports • Attended a project meeting with Project Managers from the Bangkok branch, Kolkata branch and the Medellin Branch regarding the ongoing video localization project under Manidipa Das (PM from the Kolkata Branch)
WEEK 7	

Day 31: Monday 30th June 2025 Working Hours: 11 AM to 8 PM	• Updated the project tracker for a video localization project, reflecting the progress for Post-Editing (PE) and Revision Post-Editing (RPE) workflows • Created a Post-Engineering task for completed files across 9 languages • Received a new, extensive batch from the monthly project, consisting of 2 high-priority files • Issued a batch of 3 Translation Purchase Orders for Chinese to Thai linguists for a game localization project • Assisted in updating Phrase file statuses to enable the next workflow phase for a different set of linguists • Issued a Purchase Order for a Traditional Taiwanese linguist covering various tasks • Supported formatting the run time durations for Hebrew files • Kicked off 3 new localization projects to Anna for the upcoming month • Issued a batch of 6 Post-Editing Purchase Orders for a completed project managed by Adrienn • Issued a batch of 13 Post-Editing Purchase Orders for Chinese to Thai linguists, and a batch of 13 Post-Editing Purchase Orders for Chinese to English linguists for a game localization project • Assisted in identifying files that needed to be resent for QA due to issues in Spanish(Mexico) files • Issued Purchase Orders for 2 project batches I personally managed, covering 6 languages • Received a new proofreading batch from the client for the ongoing monthly project • Created a QA task milestone for the newly received project batch • Delivered a completed monthly batch to the client on schedule • Communicated with the client regarding potential integration issues found in the voiceover files they delivered • Kicked off 2 new document localization projects to Orapa for the upcoming month • Updated the Sales Order value to reflect an increase in project scope for additional batches • Updated the Sales Order value to reflect the increase due to an additional work batch for a project
Internship Supervisor	 Shatyaki Bohra Director of Project Management and Country Head (India) Signed: 01/07/2025

MONTH: JULY	
WEEK 7	
Day 32: Tuesday 1st July 2025 <i>Working Hours: 11 AM to 8 PM</i>	• Contacted the Engineering team to assist with splitting files in Phrase, improving workflow efficiency for the assigned linguists • Assigned linguists for the 11th Batch of the monthly project and coordinated the corresponding tasks before emailing the 6 linguists with the task brief, source files, and Phrase links for the new batch • Updated the Revision Post-Editing tracker and submitted completed Medical Review files for Post-Engineering workflow • Received a new proofreading batch from the Dublin-based client and assigned linguists for 5 target languages • Communicated with the client regarding an update on the flagged file that had been returned to the client for review • Collected QA reports from the QA team and conducted a quality check for accuracy and compliance • Received an additional proofreading task for the ongoing monthly project and reviewed the assigned files • Reviewed the new batch of client-submitted files to check for any integration or voiceover issues prior to processing • Created a QA task milestone in NetSuite for the newly received batch of files • Emailed 6 linguists with completed QA reports and corresponding source files for their LQA tasks • Communicated with linguists for an upcoming project, sending instructions and task guidelines for Portuguese, Turkish, Russian, Spanish, and Indonesian linguists

	- Followed up with the linguists regarding scheduling conflicts on an ongoing batch to help maintain workflow continuity - Updated linguist status in Phrase to enable progression to the next workflow stage - Updated the TAT (Turnaround Time) timeline tracker for 3 groups of priority files, setting clear schedules for the expected completion dates per batch
Day 33: Wednesday 2nd July 2025 <i>Working Hours: 11 AM to 8 PM</i>	- Reviewed the status of files under Batch 11 of the monthly project and updated their progress after checking the exported workflows - Sent the completed files for Post-Engineering, and forwarded the post-engineered files to the QA team for review - Created a new long-term tracker monthly projects to monitor workflow progress and document key details, including Quotation (QU) numbers and date of receipt for reference - Collected LQA reports from assigned linguists, reviewed their comments, and ensured both feedback and translations were in proper order - Set the Final QA task to upload the reviewed comments and reports into the client's designated platform - Delivered the final proofreading batch to the client and officially closed out the assignment batch - Continued communicating with linguists by replying to queries regarding the upcoming project and providing necessary clarifications - Updated the project tracker and submitted Medical Review files to the Post-Engineering team for processing - Created a new SharePoint folder to organize project files for the July batch of the monthly project - Received 2 new translation batches from the client for the July month and reviewed them for initial processing - Created a Pre-Engineering task and coordinated with the Engineering team to open a new Phrase project link for the new batches - Assigned a new translation file to 15 linguists for the ongoing time-bound project - Issued LQA Purchase Orders for 8 linguists involved in the ongoing localization project - Drafted a Linguist Level (LL) task request for the Resource Management team to recruit 6 linguists - German, Spanish, French, Italian, Polish and Dutch- to perform quality reviews on the current linguists assigned to the ongoing monthly project
Day 34: Thursday 3rd July 2025 <i>Working Hours: 11 AM to 8 PM</i>	- Reviewed the final QA task links, ensuring all linguist comments and corrections were properly integrated before delivering the final files to the client - Collected the proofreading files from linguists, reviewed the quality of both translation and comments, and set the Final QA task for the batch - Returned a LQA report to a linguist, requesting corrections to the flagged issues based on the feedback provided by the QA team - Updated the tracker for Post-Editing and Revision Post-Editing workflows for an ongoing project to maintain real-time progress visibility - Sent the completed Medical Review files to the Post-Engineering team for final processing before proceeding with the remaining workflows - Followed up on missing translation files, checked their status, and submitted the completed files for Post-Engineering - Submitted the completed files of the 11th batch of the monthly project to Post-Engineering for the next stage of processing - Received the completed post-engineering files, cross-checked the files for the translations and copied them into the client's files for delivery - Shared the necessary project links, guidelines, and source files with the QA team and assigned QA editor to facilitate the review process - Issued a batch of 7 Purchase Orders for freelance professional medical translators involved in a an ongoing project - Updated the translation status tracker for the ongoing project to ensure smooth handoffs across time zones and teams - Emailed 7 linguists responsible for Medical Review to collect the required certification documents requested - Issued a batch of 24 Purchase Orders for tasks including LQA, Post-Editing, Termbase Translation, and Medical Review for an active project - Created a new file tracker for the additional batch sent by the client for the ongoing project

Day 35: Friday 4th July 2025 <i>Working Hours:</i> <i>11 AM to 8 PM</i>	• Sent the remaining completed files from Batch 11 of the monthly project to the Engineering team for post-engineering the files • Worked with Khun Charinthorn (Project Coordinator from the Bangkok Branch), currently assisting with the monthly project, to follow up with the assigned Linguist Level (LL) reviewers • Continued sending project guidelines and software manuals to linguists in Indonesian, Italian, Spanish and Russian for an upcoming assignment • Collected proofreading files from linguists and reviewed their comments before forwarding the LQA reports for the Final QA task to integrate the feedback into the links provided by the clients • Received the 3rd batch of the monthly project for July, applied the preliminary edits, and set the Pre-engineering task for the content to be put into Phrase • Assigned linguists for 6 languages on Phrase across Batches 1 to 3, and emailed them with the necessary details including Weighted Word Count (WWC), task details and deadlines • Updated the project tracker and sent the completed Medical Review files for post-engineering • Updated the translation status for 15 languages involved in the ongoing localization project to reflect task progress • Kicked off a new eLearning localization project • Reformatted run time durations for Polish language files to prepare them for further workflow processes • Issued Purchase Orders for 6 linguists - Arabic (MSA), Bengali, Chinese, Hindi, Malayalam and Urdu - for 2 recently completed translation batches • Assigned a batch of 34 new files, provided by the client for additional content, to linguists working in the 15 target languages • Issued a Purchase Order for an Estonian linguist for a completed Linguistic QA task • Gathered the received medical certification documents and verified its standards against the client requirements
WEEK 8	
Day 36: Monday 7th July 2025 <i>Working Hours:</i> <i>11 AM to 8 PM</i>	• Reviewed and edited Linguist Level (LL) reports for French, Italian and Polish, incorporating feedback and preparing them for finalization • Emailed the respective linguists to initiate Revision after LQA tasks, sharing the LL reports and requesting edits on a previously completed batch • Assigned the revision tasks via Phrase and ensured linguists had access to updated guidelines • Coordinated with the QA team in preparation for the upcoming delivery of completed reports • Reviewed Phrase status for 3 July project batches, marking completed files as finalized • Followed up with the QA team to retrieve missing comments required for client deliverables • Reviewed client-provided links to identify any quality or integration issues before final delivery • Delivered the final files for the Dublin-based project to the client • Received a new proofreading batch and contacted the client to confirm the task scope and delivery details • Checked client references and links for any issues before setting up the pre-engineering task • Cross-checked feedback and applied edits to the source script for an English to Spanish project, including suggestions based on Phrase translations and in-text comments • Sent out project offers to linguists for an upcoming assignment and responded to those experiencing technical issues with the client's software • Emailed brief instructions to linguists, including access to the software tool, manuals, and annotation guidelines for the upcoming project • Updated the file tracker and translation status for an ongoing project to support workflow handovers • Sent completed Medical Review files for post-engineering team for processing • Exported bilingual files to support more accessible workflows for linguists • Issued a batch of 13 Post-Editing and a Proofreading Purchase Orders for a completed project • Issued 2 batches of Purchase Orders for monthly project tasks completed in June

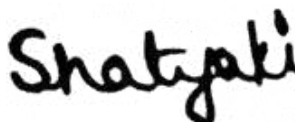
	Issued a batch of Purchase Orders for 6 linguists for tasks completed in July for a monthly project
Day 37: Tuesday 8th July 2025 <i>Working Hours:</i> <i>11 AM to 8 PM</i>	- Reviewed QA reports for a new batch of the monthly project received from the QA team - Emailed linguists with proofreading offers, along with the reference files and QA feedback for their tasks - Checked Phrase for 3 ongoing monthly batches, corrected formatting issues, and created a post-engineering task - Monitored the progress of the Revision-after-LQA workflow on Phrase, ensuring linguists were addressing the required corrections - Received and edited the Linguist Level (LL) report for German, integrating required updates - Updated the file tracker and translation status for the active project and sent completed Medical Review files for post-engineering - Joined a brief discussion call with Khun Praewpailin and Khun Sudsita to discuss linguist assignments and file allocation for an ongoing major project - Issued 2 invoices for projects completed by Adrienn - Created a pre-engineering task for a SEA-based client for Indonesian and Vietnamese languages and contacted the necessary linguists to confirm their availability - Assigned annotation work and resources to 18 linguists across 9 languages for a newly launched project, providing detailed instructions, tools and manual
Day 38: Wednesday 9th July 2025 <i>Working Hours:</i> <i>11 AM to 8 PM</i>	- Followed up linguists assigned to current tasks to ensure progress and confirm their availability - Reallocated files to new linguists for a weekly annotation project, addressing technical issues and unavailability to maintain the delivery schedule - Sent the finalized German LL report and shared the Phrase link with the lead linguist for the Revision after LQA workflow - Reviewed post-engineering files and copied finalized content into the client delivery files - Coordinated with the vendor management team to request a new LL reviewer for Spanish - Received 2 new batches for the ongoing monthly project and created a pre-engineering task to prepare files for upload on Phrase - Assigned linguists for both new batches on Phrase and sent detailed task offers via email - Assigned the Indonesian and Vietnamese Post-Editors and sent detailed offer emails with timelines and instructions - Updated the file status and translations tracker for an ongoing project and submitted the completed Medical Review files for post-engineering - Emailed Thai and Greek Medical Reviewers to collect certificates, as per the client's request - Sent post-engineered files to be used in pre-translation workflows - Coordinated with the QA team to follow up on a pending QA task - Sent proofreading offers and reference materials to assigned linguists for a new proofreading batch - Received a new batch from the Dublin-based client and confirmed the task scope and delivery timeline via email - Created a QA task in netSuite for the incoming batch - Followed up with linguists working on the annotation project, reassigning files to keep up with the deadlines - Kicked off a new eLearning localization project, assigning it to Puja
Day 39: Thursday 10th July 2025	- Bangkok Branch Holiday (Public Holiday: Asalha Puja Day) - Confirmed the availability of the linguists that were assigned to a new proofreading task - Received the certificate from the Medical Content Reviewer for an ongoing project - Emailed the Russian Medical Reviewer assigned to an ongoing project for certificate as per the client's request
Day 40: Friday 11th July 2025 <i>Working Hours:</i> <i>11 AM to 8 PM</i>	- Issued Post-Editing and LQA Purchase Orders for Dutch and Spanish (LATAM) linguists as part of a document localisation project - Received the Spanish LL report, applied necessary edits, and emailed the lead Spanish linguist with feedback and suggestions for revision

	- Received 2 new batches for the monthly project and set up Pre-Engineering tasks for content upload into Phrase - Reassigned linguists for an annoying project due to availability conflicts and technical issues to maintain workflow continuity - Reviewed annotated files to ensure completion and compliance with project requirements - Created a new tracker to improve workflow clarity and team coordination for an ongoing project - Sent updated manuals and instruction guidelines to linguists to support smoother task execution - Updated the project tracker and submitted completed Medical Review files to the Post-Engineering team - Emailed Medical Review linguists to request certification documents, as required by the client - Issued a batch of 35 Purchase orders for linguists who successfully completed tasks in the previous work cycle - Created a new Post-Engineering task for the ongoing medical review project, ensuring continuous processing with the Engineering team - Issued a batch of 6 Purchase Orders for a newly completed translation task - Emailed linguists with new assignments, including approved reference files and QA reports for 6 languages - Followed up with linguists on the status and scheduling of a previous batch of task - Emailed editor linguists for Indonesian and Vietnamese, providing total word count and project deadlines for a task from a Southeast Asian client - Assigned linguists for German, French, Italian, Spanish, Polish and Dutch for 2 new project batches and shared the Phrase links for their assignments
WEEK 9	
Day 41: Monday 14th July 2025 <i>Working Hours:</i> <i>11 AM to 8 PM</i>	- Issued a batch of 14 Post-Editing Purchase Orders for a completed eLearning localization project - Updated a Sales Order value for an ongoing project to reflect the inclusion of 3 additional batches, totaling over 40 line items across 12 languages - Issued an LQA Purchase Order for a Spanish (LATAM) linguist for a completed project - Issued a Purchase Order for a Greek Medical Content Reviewer - Updated the project tracker for an ongoing medical content localization project to help with the workflow - Sent completed Medical Review files to the Post-Engineering team for processing - Issued a batch of 8 Purchase Orders for Medical Content Review linguists - Emailed the Tagalog and Armenian Medical Review linguists requesting certificates as per the client requirements - Delivered Post-Engineered files to the QA team, ensuring that the translations align with the requirements sent by the clients - Coordinated with the QA team to clarify the requirements and deliverables for the batch to ensure consistency - Received the batch of Post-Engineered files, and copied the translated content into the client's delivery files - Created a Post-Engineering task for a newly completed batch of translations on Phrase - Received QA reports from linguists for 6 languages - Arabic, Bengali, Hindi, Mandarin, Malayalam and Urdu - Reviewed linguists' comments and implemented necessary edits before forwarding the files for final QA to insert the linguist feedback into the links provided by the clients - Delivered the completed batch to the client - Participated in a brief discussion meeting for the ongoing image annotation project, discussing the workflow - Reassigned linguists for certain languages to accommodate new schedules and maintain workflow efficiency - Communicated with linguists to resolve technical issue or file-related concerns for the image annotation project - Reviewed and edited files submitted by Thai and Portuguese (EU) linguists prior to uploading for final delivery
Day 42: Tuesday 15th July 2025	- Issued LQA Purchase Orders for Dutch and Turkish linguists for a document localization project - Received Batch 8 of the monthly project and set a Pre-Engineering task to upload the content into Phrase

<i>Working Hours: 11 AM to 10.30 PM</i>	• Created a QA task for Batch 5 of the monthly project to ensure quality and alignment with the client's specifications • Set Post-Engineering tasks for Batches 6 and 7 of the monthly project • Updated the project tracker for the ongoing medical content project and sent completed Medical Review files to the Post-Engineering team • Was assigned to review, edit, and flag 3 Polish files in the ongoing image annotation project, identifying files to be discarded due to inconsistencies or quality concerns
Day 43: Wednesday 16th July 2025 <i>Working Hours: 11 AM to 8 PM</i>	• Updated the project tracker for the ongoing Medical Content localization project to ensure workflow and sent completed Medical Review files for post-engineering • Compiled a list of priority file items for 6 languages, highlighting files to be sent for the next workflow phase • Reviewed and flagged discarded Indonesian files in an image annotation project • Received Batch 9 of the monthly project and created a Pre-Engineering task for content upload into Phrase • Assigned files from Batches 8 and 9 to 6 linguists on Phrase to allow the linguists access to the task • Emailed linguists - German, French, Spanish, Polish, Italian and Dutch - with relevant project details including word count, reference materials and deadlines • Received a new proofreading batch, reviewed the links for proper integration, and confirmed receipt and delivery timeline with the client • Forwarded the proofreading batch to the QA team to generate reports for linguist feedback and corrections • Joined the weekly Bangkok Project Management Team meeting to discuss project progress • Set the Post-Engineering task for Indonesian and Vietnamese translations for a project from the SEA client
Day 44: Thursday 17th July 2025 <i>Working Hours: 11 AM to 8 PM</i>	• Copied QA approved translations from Batched 5, 6 and 7 of the monthly project to the client's delivery files • Made extensive edits to over 39 line items across 6 languages based on feedback from the QA team, then updated the client's delivery files with the revised content • Followed up with the linguists for status updates on their assigned tasks for ongoing project batches • Updated the Medical Content project tracker and sent completed Medical Review files for post-engineering • Issued a batch of 6 LQA Purchase Orders for freelance linguists who participated in the Medical Content localization workflow • Set a Resource Management task for sourcing additional linguists needed for the next workflow of the Medical Content project • Reviewed QA reports received and ensured all flagged issues were addressed • Sent proofreading offers to linguists, attaching relevant QA reports, reference files and source links • Checked and reviewed newly submitted annotation files from linguists to identify any potential flagged issues • Updated the project tracker for the image annotation project to assist with smooth handoff and onboarding of new coordinators • Developed a new linguist status tracker to identify current engagement levels and any resource gaps for future task allocation
Day 45: Friday 18th July 2025 <i>Working Hours: 11 AM to 8 PM</i>	• Reviewed the file status of Batches 8 and 9 for an ongoing monthly project and created a Post-Engineering task to extract the translated content • Received QA files from linguists containing missing translations and suggestions for further revision, implementing necessary edits for accuracy • Forwarded the updated reports to the QA team for final QA and to upload the feedback comments into the client's provided links • Attended a brief meeting on the image annotation project to align on updates for the upcoming week's batch • Assigned to revise annotated files based on client feedback for Chinese, English, and Korean, ensuring consistency • Kicked-off 2 new document localization projects to Khun Orapa • Updated the Medical Content project tracker and sent completed Medical Review files for post-engineering

	• Issued a Purchase Order for a Farsi freelance Medical Content reviewer • Contacted linguists for assistance with Title translations and Name transliterations required for the Medical Content animation workflow • Issued a batch of 2 Purchase Orders for a Mandarin to Japanese linguists for Proofreading and Post-Editing tasks • Kicked-off a new monthly localization project to Juan E. Reyes (Project Manager from Medellin Branch) • Created a dedicated Slack channel for the project team, including all essential project scope information, specific client requirements and necessary files for the project
WEEK 10	
Day 46: Monday 21st July 2025 <i>Working Hours:</i> <i>11 AM to 8 PM</i>	• Assigned files for the new weekly batch of the image annotation project to linguists for Chinese, Thai and Vietnamese batches • Received the 10th Batch of the files for the monthly e-commerce translation project and set up the pre-engineering task • Assigned 6 linguists for the new batch and sent offer emails containing all necessary details • Set a post-engineering and QA tasks for the previous batch of Spanish (European) translations • Set the Resource Management task to source replacement French and Polish linguists for the monthly batch • Updated the Sales Order Value to reflect the increase in project scope due to the addition of new batches • Kicked off a new movie dubbing project and a data collection project to assigned PMs • Verified the updated project links to ensure comments were added before delivering the batch to the client • Issued Purchase Orders for 2 completed batches of the monthly project handled directly • Updated the tracker for the Medical Content Review project and forwarded the completed files to the Post-Engineering team for the next step in the workflow
Day 47: Tuesday 22nd July 2025 <i>Working Hours:</i> <i>11 AM to 8 PM</i>	• Reassigned linguists for the image annotation project due to availability and technical issues • Reviewed, edited and flagged image annotations submitted in eight languages to align with client expectations • Sent detailed revision instructions to linguists, based on feedback and updated annotation guidelines • Received Batch 12 of the e-commerce listing translation project and initiated the pre-engineering task to upload content into Phrase • Sent Batch 10 files for Post-Engineering to prepare for final delivery • Kicked off a new eLearning localization project • Issued a batch of 8 Purchase Orders for Post-Editing and Editing tasks for a hotel website translation project • Created a proofreading workflow on Phrase for the Medical Review project • Assigned Farsi, Punjabi, Hindi, Armenian and Arabic linguists on Phrase for the proofreading workflow and sent the offer emails with instructions and resources • Collected certificates from Medical Content Reviewers in response to a formal client request, ensuring compliance with project requirements
Day 48: Wednesday 23rd July 2025 <i>Working Hours:</i> <i>11 AM to 8 PM</i>	• Reviewed, edited and lagged annotated image files submitted by linguists as part of the image annotation project • Reassigned linguists and submitted the completed files to the QA team for final review • Copied the translated Batch 10 files into the client's deliverable format and prepared them for final delivery • Assigned linguists on Phrase for Batch 12 of the e-commerce project and sent offer emails • Kicked off a new voiceover project • Updated the tracker for the Medical Content project and sent completed Medical Review files for post-engineering • Created a new QA task for the script files in Hindi • Kicked off a recruitment-focused localization project for the Andovar HR team • Assigned to complete the internal Andovar project for the translation of a voice actor recruitment advertisement into Japanese

	- Set up the pre-engineering and resource management task to upload the project files to Phrase and find a linguist - Initiated communication and confirmed task details with the Japanese linguist assigned by the Resource Management team
Day 49: Thursday 24th July 2025 <i>Working Hours:</i> <i>11 AM to 8 PM</i>	- Followed up with the Japanese linguist assigned to the internal Ad translation project - Sent the completed Phrase file for Post-Engineering and issued the corresponding Purchase Order to the Japanese linguist - Delivered the finalized translation to the Talent Coordination team and officially closed the internal project - Followed up with linguists for the image annotation project and reviewed submitted files for Vietnamese, Thai and Japanese - Sent completed Medical Review files to the Engineering team for Post-Engineering - Set up a QA task for the Armenian Medical Scripts and followed up with the QA team regarding the updated Hindi script - Issued a batch of 10 Purchase Orders for Medical Review, Translation and Adaptation tasks - Assigned Batch 13 of the e-commerce listing translation project to the linguists, sending them the offer emails with timelines and references - Received Batch 14 of the monthly project from the Sales Team and set the Pre-Engineering task for content upload onto Phrase - Assisted in collecting brand evaluation files completed by linguists for assessments done on 4 brands across 9 countries - Received a new proofreading batch from the Dublin-based client and communicated with the client to resolve issues with the provided links
Day 50: Friday 25th July 2025 <i>Working Hours:</i> <i>11 AM to 8 PM</i>	- Sent the newly received proofreading batch to the QA team to generate reports for linguists - Emailed linguists with proofreading offers, QA reports and reference materials - Kicked off 2 new eLearning localization projects, assigning relevant tasks and initiating internal workflows - Issued a batch of 32 Post-Editing Purchase Orders for linguists who completed tasks in an eLearning localization project - Set the QA task for Batch 12 of the ongoing monthly project to ensure alignment with client requirements - Assigned linguists for Batches 14 and 15, sending detailed offer emails with task instructions, timelines and reference materials - Issues a batch of Purchase Orders for the Medical Content project, covering Adaptation and LQA tasks - Created a new QA task for the Punjabi Medical Content scripts and coordinated the next workflow with the QA team - Contacted a Tagalog Medical Reviewer regarding the translation of file names and character name transliterations for animation content - Reviewed and edited annotation files for the image annotation project, flagging any inconsistencies and ensuring compliance with project guidelines - Sent follow-up emails to linguists regarding pending revisions to previously submitted files
WEEK 11	
Day 51: Monday 28th July 2025	Bangkok Branch Holiday (Public Holiday: King Vajiralongkorn's Birthday)
Day 52: Tuesday 29th July 2025 <i>Working Hours:</i> <i>11 AM to 8 PM</i>	- Assigned a total of 21 annotation folders to Thai, Vietnamese, and Chinese linguists for the ongoing image annotation project - Reassigned linguists where necessary due to availability constraints - Forwarded QA reports from 6 linguists to the Final QA team for integration of feedback and insertion of comments into the client's provided links - Issued a batch of 15 Purchase Orders covering Post-Editing and Editing tasks for a completed document localization project - Generated and submitted an invoice for a recently completed eLearning localization project - Reviewed and edited the QA feedback for Batch 12 of the E-Commerce Listing Project to ensure client-specific guidelines were met

	• Sent Batch 13 of the the E-Commerce Listing project for post-engineering and QA validation to prepare for final delivery • Received Batch 15 of the monthly e-commerce project and initiated the pre-engineering task for content upload to Phrase • Issued a batch of 17 Purchase Orders for Post-Editing tasks for linguists involved in the eLearning localization project • Delivered updated content links with integrated comments to the client, and communicated with the QA team to ensure consistency and completeness of final deliverables		
Day 53: Wednesday 30th July 2025 <i>Working Hours:</i> <i>11 AM to 8 PM</i>	• Finalized QA edits for Batch 13 of the E-Commerce Listing project and copied the revised content into the client’s files for delivery • Assigned linguists for Batch 15 of the monthly project, providing detailed offer emails with schedules and project instructions • Created and schedules the QA task for Batch 14 of the monthly e-commerce listing project • Issued Purchase Orders for 2 completed batches of a monthly project under my responsibility • Received a new translation batch from the Dublin-based client and set the pre-engineering process for upload to Phrase • Made required edits to a PPTX file directly on Phrase based on client feedback • Followed up with linguists for the image annotation project and reassigned files • Provided linguists with feedback aligned with the client’s requirements and flagged issues • Assigned linguists to 2 additional files under Batch 15 of the e-commerce listing project and sent them the corresponding offer emails • Set a Resource Management task to find a replacement German linguist for the monthly project • Issued a batch of 9 Post-Editing Purchase Orders for a completed document localization project for an Indian-based client • Kicked-off a new movie dubbing localization project • Reviewed Korean and Japanese annotation files, editing content and flagging any issue		
Day 54: Thursday 31st July 2025 <i>Working Hours:</i> <i>11 AM to 8 PM</i>	• Implemented LQA feedback provided by the client into the Spanish and Polish PPTX files on Phrase for an ongoing localization project • Issued a batch of 2 Post-Editing and 2 Editing Purchase Orders for Thai and Japanese linguists for a completed hotel website translation project • Updated the Timeline tracker to support scheduling and milestone tracking for the ongoing Medical Content Review project • Issued 8 Purchase Orders for freelance linguists who worked on the Medical Content project • Received Batch 16 of the E-commerce Listing project and set the pre-engineering process for content upload on Phrase • Sent Batch 15 of the same project for post-engineering and QA checks • Updated the Sales Order Value for the month of July of the E-Commerce Listing project to reflect the increase in value from new batches • Reviewed new and revised files for the image annotation project, flagging and editing any issues found in the annotated content • Assigned to manage a new Press Release Translation Project for a hotel chain • Set the pre-engineering task and Resource Management task to allocate a Thai linguist • Communicated with the client to confirm the delivery schedule • Sent an offer email to the linguist with the relevant details • Set the post-engineering task for the finalized deliverables • Kicked off a new eLearning localization project to Puja • Issued a batch of 6 Purchase Orders for the completed eLearning project		
	Internship Supervisor		Shatyaki Bohra <i>Director of Project Management and Country Head (India)</i> Signed: 02/08/2025

MONTH: AUGUST

WEEK 11

**Day 55: Friday
1st August 2025**

*Working Hours:
11 AM to 8 PM*

- Flagged, edited and revised the Chinese and Japanese files for the Image Annotation Project
- Worked on annotating the French files and submitted the finalized version to the QA team for final review
- Communicated with the linguist working on the Hotel Press Release Translation Project, and reviewed the translated files on Phrase
- Set the Post-Engineering task and sent the files to the QA team to resolve formatting issues in alignment with the client's requirements
- Delivered the Thai translation of the Press Release Advertisement to the client
- Sent 2 files from Batch 15 of the E-Commerce Listing Project for post-engineering, and another file for QA checks to follow client's requirements
- Assigned and sent offer emails to the linguists for Batch 16 of the monthly E-Commerce Listing project
- Copied the Batch 15 translations into the client's final delivery files
- Followed up with the client for an update on the reference file required for the upcoming translation batch
- Issued Purchase Orders for 5 linguists who completed 3 of the previous translation batches
- Issued additional Purchase orders for linguists contributing to the Medical Content Review Project
- Emailed 15 Medical Reviewer linguists to request their medical certificates, as required by the client for compliance
- Implemented feedback from the LQA report shared by the client, updating the Vietnamese and French translations directly on Phrase

WEEK 12

**Day 56: Monday
4th August 2025**

*Working Hours:
11 AM to 9 PM*

- Reassigned Batch 16 of the monthly E-Commerce Listing Translation Project to a new linguist to ensure timely deliver
- Kicked off the August cycle of the monthly E-Commerce Listing Translation Project, initiating task setup and linguist coordination
- Received a new translation batch form the client, confirmed delivery schedule and set the pre-engineering task for content upload on Phrase in preparation for linguist assignment
- Created and organized a Slack channel for the August projects, ensuring the team has access to all necessary project details and resources
- Joined a new project team for a PPTX translation project and attended a brief discussion call with Khun Kannika, Project Manager from Bangkok Branch, to clarify project scope, requirements and responsibilities
- Created an Italian Translation document by extracting and compiling translated text from the completed PPTX file for delivery to end client
- Checked and followed up with Japanese linguists regarding their assigned image annotation project batches to monitor progress and resolve issues
- Revised a Portuguese image annotation batch to ensure compliance with the client specifications before forwarding it to the QA team for final review
- Issued a batch of 3 Purchase Orders for freelance Medical Content Review linguists
- Kicked off a new voiceover project, initiating setup and task allocation
- Issued a batch of 8 Purchase Orders for linguists involved in a recently completed project

**Day 57: Tuesday
5th August 2025**

*Working Hours:
11 AM to 9 PM*

- Created a Portuguese (European) translation document by compiling and formatting text for a completed PPTX file for delivery to the end client
- Reviewed Batch 16 of the monthly E-Commerce Listing Project and prepared it for post-engineering and QA review to ensure alignment with client requirements
- Received 2 new batches for the August E-Commerce Listing Project, set the pre-engineering task, assigned linguists and issues offer emails with the project details

	- Assigned over 40 files for the weekly Image Annotation project to Thai and Vietnamese linguists, and reassigned tasks for unavailable linguists to maintain workflow continuity - Kicked off 5 new projects for August, delegating them to Project Managers across different Andovar branches - Initiated a new test project for a prospective client to assess workflow and quality compatibility - Issued a batch of 7 Purchase Orders for a recently completed project - Issued a batch of 5 Purchase Orders for a Taiwanese language project
Day 58: Wednesday 6th August 2025 <i>Working Hours: 11 AM to 9 PM</i>	- Issued 21 Post-Editing Purchase Orders for completed July projects - Generated and sent 3 client-specific invoices for completed projects - Applied QA edits to Batch 16 based on QA team suggestions and client specifications, and copied the final translations to the client's files for delivery - Sent Batch 1 and Batch 2 of the August E-Commerce Listing Translations to post-engineering - Delivered the Portuguese translated document to the Project Manager for delivery to DP team - Created a Spanish (Latin America) translated document for a completed PPTX file - Followed up with the Thai and Vietnamese linguist to clarify doubts and assist with the Image Annotation project - Assigned Turkish and Polish linguists for Batch 4 of the Image Annotation project - Reviewed Thai Image Annotation files before sending them to the QA team for final checks - Sent 3 batches of a translation project to post-engineering - Received a new proofreading task from the client and confirmed the delivery schedule via email - Set up the QA task for creating reports for the new proofreading batch - Joined the Bangkok Project Management weekly meeting regarding project updates - Kicked off a new monthly project
Day 59: Thursday 7th August 2025 <i>Working Hours: 11 AM to 8 PM</i>	- Reviewed post-engineered files for 3 translation batches to ensure accuracy before delivery - Sent proofreading offers to linguists, including QA team reports and reference files - Delivered completed translation batches to the end client and issued an invoice for the batch - Received 2 new translation batches, confirmed details with the client, and set pre-engineering tasks for content upload - Sent Batch 2 of the monthly E-Commerce Listing Project to the QA team for review - Copied Batch 1 and Batch 2 translations to the client's files for delivery - Received Batch 3 of the monthly project, set up a new pre-engineering task, assigned linguists, and sent offer emails with project details - Issued 31 Post-Editing Purchase Orders for a completed eLearning localization project - Reassigned Polish and Portuguese linguists for the Image Annotation project - Reviewed 24 Image Annotation files, flagged revisions, and sent updated files to the QA team for final checks - Checked BT files from the client and applied necessary changes and comments to the Spanish voiceover scripts prepared by the company - Kicked off a new project and set up a dedicated Slack channel with all necessary project details for team reference
Day 60: Friday 8th August 2025 <i>Working Hours: 11 AM to 8 PM</i>	- Reviewed Batch 3 folders and sent translated files for post-engineering - Copied the Batch 3 translations to the client's files for final delivery - Checked 21 Image Annotation field for required revisions before sending to the QA team for final review - Updated the Sales Order Value for the new monthly Medical Content Review project, adding over 72 line items - Created a Slack Channel for the Medical Content Review project containing all relevant project details for team coordination - Kicked off 3 new projects to project managers from different branches

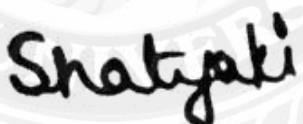
	• Issued 6 Post-Editing and 6 LQA Purchase Orders for a completed project • Applied client feedback and suggestions to the BT files on Phrase for Portuguese (Brazil) and German translations • Delivered translation files to the client and issued a partial invoice for the batch • Followed up with linguists for pending proofreading reports • Held a brief handover and planning discussion with Adrienn regarding the upcoming batches of the monthly project • Checked the status of the translation batches in progress • Issued a batch of 37 LQA Purchase Orders for linguists who worked on a major project
WEEK 13	
Day 61: Monday 11th August 2025 <i>Working Hours:</i> <i>11 AM to 8 PM</i>	• Sent the final QA task for an in-progress DTP batch for the monthly project • Received a new proofreading batch for the monthly project, reviewed the links and emailed the client with the delivery schedule before setting the QA task for QA reports • Set a post-engineering task for 2 of the previous translation batches and sent the files to the QA team for final checks before delivery • Set a post-engineering task for 5 of the pending Arabic (Egypt) translation batches • Received batch 4 of the monthly E-Commerce Listing translation project and set the pre-engineering task for content upload on Phrase • Assigned the respective linguists for the Batch 4 content and sent offer emails with the reference files and delivery schedule • Issued a batch of 17 Post-Editing Purchase Orders for a completed eLearning localization project • Issued a batch of 13 LQA Purchase Orders for a completed project • Issued 21 Synthetic Voiceover Purchase Orders for the linguists who worked on the project • Checked, edited and flagged issues in the files for the image annotation project for Turkish, Arabic and German folders to decide whether to send forth to QA or back to linguist for revisions
Day 62: Tuesday 12th August 2025	• Bangkok Branch Holiday (Public Holiday: The Queen's Birthday)
Day 63: Wednesday 13th August 2025 <i>Working Hours:</i> <i>11 AM to 10 PM</i>	• Received Batch 5 of the monthly E-Commerce Listing translation project and set the pre-engineering task for content upload on Phrase • Followed up with the linguists regarding their progress on the Batch 4 of translations • Issued a batch of 17 LQA Purchase Orders for a completed project • Issued 10 Post-Editing Purchase Orders for the linguists who worked on the project • Edited Turkish files from Batch 3 of the image annotation project based on the feedback provided by the client on the revisions to be made • Issued Purchase Orders for 2 Indonesian linguists for Post-Editing and Editing tasks • Set a Resource Management task for a new linguist and a pre-engineering task for content upload on Phrase for a newly kicked off project • Joined the brief BKK Project Management team weekly call for project updates • Worked on creating a new tracker for the Medical Content Review project for the animation and avatar creation tasks • Issued a batch of 21 Post-Editing Purchase Orders for a document localization project • Developed and implemented a monthly project progress tracker to enhance the communication and reporting between Andovar and the Dublin-based client • Internally worked on completing the Russian Image Annotation file for client delivery
Day 64: Thursday 14th August 2025	• Sent Batch 4 and 5 of the monthly E-Commerce Listing translation for post-engineering and set the QA task for final checks • Received Batch 6 of the monthly project, set the pre-engineering task for content upload before assigning linguists and

Working Hours: 11 AM to 9 PM	sending the offers - Assigned to work on the LQA checks on Phrase based on the BT files and scripts for 10 languages including Finnish, Russian, Danish, Italian, Polish, Swedish, Ukrainian, Turkish, Norwegian and Dutch - Kicked off 4 new projects to different Project Managers from different branches - Issued a batch of 11 Post-Editing Purchase Orders for a completed project - Issued a batch of 15 Purchase Orders for 8 completed batches of the monthly project - Set post-engineering and QA tasks for the content to be delivered to a new end client - Joined a brief discussion call for project handover from Adrienn, PM from Budapest Branch - Project Handoff call for the Medical Content Review project - Was handed off a new Indonesian localization project to lead
Day 65: Friday 15th August 2025 Working Hours: 11 AM to 8 PM	- Check and clarified an issue with the Purchase Order that was issued for a linguist - Assigned to lead 2 new document localization projects for 5 languages - Set the pre-engineering for content upload on Phrase and resource management task for new linguists - Issued a batch of 30 Post-Editing Purchase Orders for a completed eLearning localization project - Issued 22 Post-Editing Purchase Orders for linguists that completed their tasks - Issued 2 Purchase Orders for German linguists that worked on Post-Editing and Editing tasks - Created 3 invoices using a client-specific template for the completed projects - Assigned Batch 6 of the monthly E-Commerce Listing translation project to linguists and sent them the offers - Received the Thai LQA report from the Medical Content Reviewer, uploaded the file on wiskers and informed the DP team to make the changes to the animations accordingly
WEEK 14	
Day 66: Monday 18th August 2025 Working Hours: 11 AM to 8 PM	- Connected with an Indonesian editor by the Resource Management team, assigned them to an ongoing project on Phrase and sent them the offer email with the project details and reference files - Followed up with the linguists for document localization project I was handling and helped check segments on Phrase for tag and formatting issues - Issued a batch of 22 Post-Editing Purchase Orders for a completed eLearning localization project - Issued a Linguistic QA Purchase Order for a Spanish LATAM linguist - Assigned the Thai LQA linguist to check Video 08 of the Medical Content project and emailed the LQA report template and reference files to the linguist - Made the QA edits to Batch 4 and 5 of the monthly E-Commerce Listing project as per the comments left by the QA team based on the client's guidelines - Copied the completed Batch 4 and 5 to the client's files for delivery - Set the post-engineering task for Batch 6 of the monthly E-Commerce Listing project - Assigned to lead a new fitness app localization project and kicked off the new project to myself - Set the pre-engineering task, N-Gram extraction task and the Resource Management task to find new linguists for the new project - Emailed the offer to a Termbase Creation linguist to work on the new fitness app localization project
Day 67: Tuesday 19th August 2025 Working Hours: 11 AM to 8 PM	- Copied Batch 6 of the monthly E-Commerce Listing project to the client's files for delivery - Received the Termbase Creation file from the linguist and assigned the Malay Termbase Translator linguist for the new app fitness localization project - Followed up with the linguists for the 2 document localization projects I was handling - Sent the files for post-engineering and QA checks before delivering the files to the client and issuing the invoice for the 2 completed projects - Followed-up with the audio team for VO issues for a previously completed batch and delivered the new audio files to the

	client - Received a new client request for a VO update on a previously completed batch and reached out to the audio team with the original script files and update request from the client - Received a new translation batch from the Dublin-based client, emailed the client for confirmation and delivery schedule then set the pre-engineering task for the new batch - Set the QA task for 3 of the previously post-engineered translation batches before delivery - Kicked off 2 new document localization projects to different project managers - Issued a total of 27 Post-Editing Purchase Orders for 5 completed projects - Issued a batch of 14 LQA Purchase Orders for linguists who previously worked on a project - Joined a PM hand off call for the Medical Content project to assist and was assigned the tasks to complete
Day 68: Wednesday 20th August 2025 <i>Working Hours: 11 AM to 9 PM</i>	- Received Batch 7 of the monthly E-Commerce Listing project and set the pre-engineering task for content upload on Phrase before assigning the linguists and sending them the offer emails - Received the Termbase Translation file from the assigned linguist for the fitness app localization project and set a new engineering task to import the termbase to Phrase - Assigned the Post-Editing and Editing linguists on Phrase for the localization project and sent the linguists offer emails with the reference files and delivery schedule - Communicated with the client on the delivery schedule for the project and the details regarding the Voice Talent selection for the VO for the localization project - Joined a discussion call with Khun Nutruethai for project guidance on the localization project - Assigned Batch 5 of the Image Annotation project to the Arabic, Thai and Vietnamese linguists to confirm their availability for the batch - Followed up with the linguists working on the new translation batch and sent the linguists the offer details and the word count for the translation batch - Communicated with the client regarding the VO updates for the previously completed batch and sent them the new VO audio for the batch - Created the Sales Order for 3 of the translation batches to be delivered to the client in order to issue the invoice to be sent along with the translation files - Issued a batch of 8 Purchase Orders for SVO LQA linguists that worked on the Medical Content project - Received the Thai LQA report from the Medical Content Reviewer, uploaded the file on wiskers and informed the DP team to make the changes accordingly - Joined the weekly BKK PM team discussion call for project updates - Kicked off 3 new projects for different Project Managers - Sent the post-engineering and QA task for an ongoing eLearning localization project and connected with the QA team to provide them specific guidelines to follow - Had a handoff call with Manidipa, Project Manager from Kolkata branch, to lead the Indonesian eLearning localization project during her leave
Day 68: Thursday 21st August 2025 <i>Working Hours: 11 AM to 9 PM</i>	- Assigned the files from the new batch of the Image Annotation project for French, Portuguese, Spanish, Italian, Polish and German linguists - Checked and adjusted the QA reports based on the feedback left by the QA team for the Indonesian eLearning localization project - Sent an introductory email to the client for the Indonesian eLearning localization project and clarified QA feedback with the client to adjust the scripts for the project accordingly - Reached out to the Indonesian linguist to help with the translation of the technical abbreviations that were in the script - Confirmed the final QA task with the QA team and sent them the comments provided by the client and the linguist alike before sending the final scripts to the Audio team - Verified with the Audio team for any requirements for the pronunciation guidelines for the abbreviations in the scripts before sending an email to client requesting for the necessary pronunciation guidelines for the Voice Talents

	• Issued 2 batches of 6 Translation and 2 Editing Purchase Orders for the 2 document localization projects I was leading • Sent the files for the completed translated batch for post-engineering and set the QA task • Made edits to German scripts for an eLearning localization based on the feedback and suggestions left by the client • Followed up with Post-Editing linguist assigned to the fitness app localization project for updates on the progress for the files • Assigned Polish videos to the LQA linguist along with the template LQA feedback document for the Medical Content project
Day 69: Friday 22nd August 2025 <i>Working Hours: 11 AM to 8 PM</i>	• Received Batch 8 and 9 of the monthly E-Commerce Listing project from the client and sent the files for pre-engineering for content upload on Phrase • Assigned linguists Batch 8 and 9 on Phrase and sent the linguists offer emails to confirm their availability • Reassigned Arabic folders to new linguists for the Image Annotation project due to availability issues • Checked and edited the Thai, Vietnamese and Arabic folders received from the linguists that worked on the Image Annotation project before sending them to the QA team for final checks or back to the linguists for revisions to better meet the client's requirements • Issued a batch of 14 LQA Purchase Orders for a completed document localization project • Reissued a batch of 19 Post-Editing Purchase Orders for an eLearning localization project • Received a VO update request from the Dublin-based client for a completed project and communicated with the audio team for VO update scheduling before updating the client on delivery schedule • Was assigned a new proofreading request for one of the document localization projects I recently completed to check the integration done by the client and set the QA task • Followed up with the Post-Editing and Editing linguists working on the fitness app localization project and requested updates on their progress • Received a client follow-up with the pronunciation guidelines for the abbreviations that was requested by the audio team before proceeding with the VO recording • Updated the audio with the client specifications and instructions on the pronunciation guidelines and the VT selection for the recording • Sent the Thai and Polish LQA linguists to provide feedback on the videos for the Medical Content project along with the LQA feedback template • Kicked off 2 new document localization projects for various Project Managers • Assisted in editing over 8 scripts for an ongoing book localization project
WEEK 15	
Day 70: Monday 25th August 2025 <i>Working Hours: 11 AM to 8 PM</i>	• Implemented the necessary edits to the translation batch based on the comments received from the QA team • Created the Sales Order for the translation batch for the Dublin-based client and issued an invoice accordingly before delivering the invoice and translated files to the client • Received the QA Reports for the proofreading workflow of the project I was handling and assigned the linguists to work on the LQA checks for 5 languages • Followed up with the audio team regarding the scheduling with the Voice Talent for a project that I was assigned as lead PM • Set a QA Task for the files for the Fitness App project I am working on, received feedback from the QA Team and sent the final scripts to the audio team for checks • Communicated with the Audio team regarding the Voice Talent Selection and scheduling for the Fitness App project • Received Batch 8 and 9 of the E-Commerce Listing project and set the pre-engineering task for content upload • Assigned linguists for Batch 8 and 9 on Phrase and sent the linguists offer emails • Checked, edited and flagged the Arabic, Hindi and Vietnamese files received for the image annotation project • Reassigned the Arabic files to new linguists and communicated with the Vendor Management Team for the additional Arabic resources

	• Kicked-off a document localization and eLearning localization project to different Project Managers • Checked and edited the bilingual document script files for delivery based on the translations made on Phrase due to exporting error • Created a manual on “How to Issue Purchase Orders on NetSuite”
Day 71: Tuesday 26th August 2025 <i>Working Hours:</i> <i>11 AM to 8 PM</i>	• Received Batch 10 of the E-Commerce Listing project and set the pre-engineering task for content upload before assigning the linguists on Phrase and sending them offer emails • Checked and sent over 9 Arabic and Hindi files to the QA team for final checks or back to the linguist for revisions for the Image Annotation project • Kicked off a new localization project for the Budapest branch • Received LQA reports from the linguists for the proofreading project I was handling and clarified the comments added to the reports • Checked the final translation files for the Fitness App project and communicated with the Audio team for the Voice Talent schedule • Delivered the Malay translation files to the client and updated them regarding the scheduling for the audio files • Set the post-engineering task and QA task for a project led by a Project Manager on leave • Participated in a Phrase Productivity Training Call led by Anna Iankovskaia, Language AI Specialist from Budapest branch • Internally worked on completing the Arabic Image Annotation file for client delivery
Day 72: Wednesday 27th August 2025 <i>Working Hours:</i> <i>11 AM to 8 PM</i>	• Kicked off 3 new projects for project managers from different branches • Issued a batch of 22 Post-Editing and Editing Purchase Orders for a completed batch handled by the Kolkata branch • Closed and billed the Press Release Translation project for a hotel chain in Thailand and delivered the issued invoice to the client • Checked the received Arabic files from the linguist for the Image Annotation project and delivered the files to the QA team for final checks • Revised and edited Hindi files and flagged the issues in images before sending it forth to the QA team • Communicated with the client for the Indonesian voiceover project regarding the updates on the Voice Talent scheduling and potential ETA • Set the DP task for the Indonesian document translation and voiceover project for integration and updated the main Project Manager of the progress of this project • Communicated with the Audio team for the scheduling and the potential ETA for the Fitness App voiceover workflow • Set the post-engineering and QA task for Batch 8 and 9 of the E-Commerce Listing project • Implemented the QA comments left by the team for Batch 8 and 9 before copying into the client’s files for deliver • Joined the Bangkok Project Management weekly meeting regarding project updates • Assigned linguists on Phrase for a new project consisting of 8 languages and sent them the offer emails along with the reference source files
Day 73: Thursday 28th August 2025 <i>Working Hours:</i> <i>11 AM to 9 PM</i>	• Issued a batch of 24 Purchase Orders for a completed eLearning localization project • Issued 39 LQA Purchase Orders for a project completed by the Budapest branch • Created and issued a batch of 22 LQA Purchase Orders for a document localization project • Issued 3 LQA Purchase Orders for a Spanish LATAM linguist for different projects • Issued a batch of 9 Post-Editing and 6 Proofreading Purchase Orders for 2 projects • Kicked-off a total of 5 new projects to the Bangkok branch and created folders on wiskers to upload the necessary source files and documents to begin the project • Updated the Sheets for avatar/character name transliterations for the Medical Content review project based on the client requests for a total of 10 languages • Reviewed the links for the proofreading project for the addition of comments left by the linguists before delivering the links to the client

	- Implemented changes to the format of exported scripts with and without timecodes before client delivery - Received Batch 11 of the E-Commerce Listing project and set the pre-engineering task for content upload on Phrase and assigned the linguists before sending them the offer emails - Set the post-engineering task for Batch 10 of the translations before sending it to the QA team for the final checks in alignment with the client requirements - Revised and edited the new Arabic files for the Image Annotation project to check which files to send to the QA team or back to the linguist for revisions
Day 74: Friday 29th August 2025 <i>Working Hours:</i> <i>11 AM to 8 PM</i>	- Received Batch 12 and 13 of the E-Commerce Listing project, set the pre-engineering task and assigned linguists on Phrase before sending the the offer emails to linguists - Implemented the comments left by the QA team to the translations before copying the translations to the client’s files for delivery - Prepared separate Phrase links for 20 languages and edited the links by adding the necessary workflows - Engineering Check and LQA - before saving the project links for use - Communicated with the Resource Management team for the list of linguists working on the LQA workflow - Issued a batch of 22 LQA Purchase Orders for 2 completed projects - Updated the Sales Order value for 3 completed projects for invoice issuance, accumulating to over 50 line items for each Sales Order - Sent emails to the linguists for their assistance with the avatar name transliterations for the Medical Content review project - Issued a batch of 6 QA and Translation Purchase Orders for the Medical Content Review project - Reassigned Arabic files for the Image Annotation project to new linguists and checked the new received files before sending it for QA checks - Internally revised an Arabic Image Annotation folder before delivering to the QA team for final checks - Received the QA’d and recorded Malay audio files for the Fitness App project before delivering the files to the client for integration on their side - Joined a call with the Dublin-based client to discuss updates on the new project type, serving as the lead Project Manager, and to clarify the scope and workflow details with the client’s team - Took detailed meeting minutes to share with the Sales Partnership team to ensure they have a clear understanding before reconfirming the details with the client and finalizing the quote
Internship Supervisor	 Shatyaki Bohra <i>Director of Project Management and Country Head (India)</i> Signed: 03/09/2025

MONTH: SEPTEMBER

WEEK 16

Day 75: Monday 1st September 2025 <i>Working Hours:</i> <i>11 AM to 8 PM</i>	- Adjust and edit Hindi and Arabic files received from linguists to check if the files require revisions from the linguists - Issued a batch of 32 Post-Editing Purchase Orders for a completed eLearning project - Issued a total of 29 LQA Purchase Orders for two completed localization projects under the same client - Kicked-off a new localization project and set up the wiskers link to start the project off - Set the post-engineering task and QA task for Batch 11 and 12 of the E-Commerce listing project - Communicated with the Engineering team due to incomplete extraction of content from Phrase - Copied the completed and QA edited files into the client's files for delivery - Received Batch 13 of the E-Commerce listing project and set the pre-engineering task for content upload on Phrase
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	- Assigned the linguists to Batch 13 and sent them offer emails with the necessary details to confirm their availability - Issued SVO LQA Purchase Orders for linguists who worked on the Medical Content Review project - Update meeting call with Adrienn (PM from Budapest) regarding the progress of the monthly project and follow-ups with client on the new project style as the lead PM during the main PM's leave - Brief follow-up call with the Sales Team for the monthly project regarding the status of the new project style and planning for future project batches
Day 76: Tuesday 2nd September 2025 <i>Working Hours: 11 AM to 9 PM</i>	- Edited new Hindi files for the Image Annotation project for delivery to the QA team for final checks as per the client's specifications - Emailed linguists working on the Image Annotation project with updates regarding the progress of the project and the schedule of Purchase Order issuance - Fixed the formatting and tag errors in Phrase files for Batch 13 of the E-Commerce listing project and sent the completed files for post-engineering - Kicked-off the monthly E-Commerce listing project for the month of September and edited the project page with the necessary details - Received Batch 1 and 2 of the September E-Commerce listing project and set the pre-engineering task for content upload on Phrase - Checked updates to the offer rates with the Vendor Management team for the linguists working on the E-Commerce listing localisation project - Kicked-off a new e-Learning localization project to the Budapest branch - Issued 2 client-specific invoices for completed projects and sent the invoices to the Accounts Receivable team - Issued Purchase Orders for linguists working on the Medical Content Review project - Create new vendor email templates for the new project style along with the instructions and manual - Communicate with the Vendor Management team for the new language linguists for the upcoming projects
Day 77: Wednesday 3rd September 2025 <i>Working Hours: 11 AM to 8 PM</i>	- Kicked-off 4 new localization projects for project managers from different branches - Issued a batch of 7 Post-Editing and 7 LQA Purchase Orders for a completed project - Copied Batch 13 translations of the E-Commerce listing project to the client's files for delivery - Emailed linguists working on the E-Commerce listing project with the new offer rates and confirmed their acceptance - Assigned Batch 1 and 2 of the September E-Commerce listing project to the linguists and sent them the offer emails - Collected the data on the Hindi Resources who worked on the Image Annotation project to assist with the Purchase Order Issuance - Continued working on a Playbook for the Dublin-based client monthly project with the process and templates for new team members - Communicated with the client regarding the future project scope and clarified the necessary details - Issued the Purchase Orders for the Malay linguists, for Termbase Creation, Termbase Translation, Post-Editing and Editing, that worked on the Fitness App localization that I was individually managing
Day 78: Thursday 4th September 2025 <i>Working Hours: 11 AM to 8 PM</i>	- Issued a batch of 5 Post-Editing and 5 Editing Purchase Orders for a completed project - Kicked-off 3 new projects for project managers from different branches - Worked on creating a new Purchase Order tracker for the Image Annotation project with the information on the batches that the resources worked on

	• Joined a new 23 language project for a PPTX localization project • Set the DP task for initial files checks, Resource Management task for linguists for the project and pre-engineering task for project upload • Brief Discussion Call with Adrienn, main PM for the PPTX localization project, regarding the details of the project and the workflow • Drafted an email template for the linguists working on the localization project along with the reference files • Assigned the connected linguists on Phrase for their respective languages and sent the linguists offer emails with the necessary details
Day 79: Friday 5th September 2025 <i>Working Hours: 11 AM to 8 PM</i>	• Received a new request from the SEA client for a new document localization for the September monthly project for 3 languages - Indonesian, Thai and Vietnamese • Assigned the respective Post-Editing and Editing linguists on Phrase along with the offer emails with rates and the schedule • Issued a batch of 21 LQA Purchase Orders for a 9-Course eLearning project • Issued 3 LQA Purchase Orders for the remaining linguists for Turkish, Traditional Taiwanese and Korean linguist • Issued a total of 22 Purchase Orders for 2 different projects • Set the post-engineering task for Batch 1 and 2 of the September E-Commerce Listing project • Received Batch 3 of the E-Commerce Listing Project and set the pre-engineering task for content upload on Phrase • Communicated with the client for updates on the integration process for the Fitness App localization project • Set the post-engineering task and DP task for the 23-language PPTX localization project and communicated with the DP team for the schedule of integration • Followed-up with the linguists for their progress on the task and set the Phrase links accordingly • Set the QA task for Batch 1 of the September E-Commerce listing project for any feedback or potential edits to be made as per the client's specification • Assigned linguists Batch 3 of the E-Commerce listing project and sent the linguists the offer emails with the reference link • Internship site visit meeting with Siam University and the Andovar teams in Bangkok, India and Budapest to discuss the progress of my internship
WEEK 17	
Day 80: Monday 8th September 2025 <i>Working Hours: 11 AM to 8 PM</i>	• Implemented edits to Batch 2 of the monthly E-Commerce Listing translation project based on the feedback from the QA team as per the client's specifications before copying the translations to the client's files for delivery • Sent Batch 3 of the monthly E-Commerce Listing translations for post-engineering and QA for edits • Received the Batch 3 translations from the QA team and made the necessary edits before copying to client's files for delivery • Kicked-off a new Test Project for the Bangkok branch for a potential client that the company may onboard • Kicked-off a new eLearning project for localization into Burmese language • Issued a batch of 3 Post-Editing Purchase Orders for Burmese linguists • Issued a batch of 4 LQA Purchase Orders for a recently completed project • Issued a total of 29 Post-Editing Purchase Orders for linguists across 2 projects • Joined to assist a newly kicked-off project for an eLearning course as the lead PM and set the necessary tasks - DP, Resource Management and Pre-Engineering - to start the project • Assigned the linguists on Phrase for the eLearning course project before sending the offer emails with the details of the project • Received the QA reports for a batch of the monthly project and assigned the reports to the respective 6 linguists for the project • Drafted an email template for the Arabic linguists onboarded to the monthly project • Received a new batch from the Dublin-based client for the DTP checks and emailed the client for confirmation and

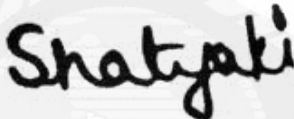
	delivery date Set the QA task for the new DTP batch for the QA team to create reports
Day 81: Tuesday 9th September 2025 <i>Working Hours:</i> <i>11 AM to 8 PM</i>	- Set the post-engineering task for the Sports Document localization project to Indonesian, Vietnamese and Thai language - Kicked-off 2 new projects for the Bangkok branch and set up the whiskers link and Slack channel for the projects - Issued a batch of 30 Post-Editing Purchase Orders and 1 Termbase Creation Purchase Order for a short project - Followed up with linguists for the LQA reports for recently assigned batch - Assigned linguists a new DTP Check batch with the QA reports, source files and deadline - Received a new DTP Check batch from the client and communicated with the client regarding the TAT for the batch - Set the Final QA task for a project I was assisting after the completion of the DP integration task - Set the post-engineering task for an eLearning localization project for 9 languages - Continued working on the Playbook for the monthly project from the Dublin-based client
Day 82: Wednesday 10th September 2025 <i>Working Hours:</i> <i>11 AM to 8 PM</i>	- Checked the implementation of the LQA feedback on Phrase for 21 languages to ensure that the translations have been edited accordingly - Set up a new Resource Management Task for a LQA linguist for an ongoing Indonesian localization project - Kicked-off 3 new projects for different branches - Issued 2 Purchase Orders for LQA linguists - Joined the Bangkok Project Management weekly meeting regarding project updates - Set the pre-engineering task for an urgent batch received for the Sports Document localization project to Indonesian and Vietnamese - Assigned the linguists on Phrase and emailed the offers to the linguists along with the details of the project - Received the LQA reports from the linguists and set the Final QA task for the batch before delivering to the client - Received the reports for the monthly batch from the QA team before assigning the respective linguists along with the necessary source files and QA reports - Received a new DTP check batch from the client and clarified a few details with the client before sending the confirmation email with the TAT
Day 83: Thursday 11th September 2025 <i>Working Hours:</i> <i>11 AM to 8 PM</i>	- Created a new tracker for the localization project of 21 languages consisting of the VTT issues that need to be revised and updated - Followed up with linguists for the LQA reports for a recently assigned batch of the monthly project - Received a new DTP batch for the monthly project from the client and communicated with the client regarding the delivery date - Set the QA task for a new DTP check batch received from the client for the creation of QA reports - Received Batch 4 of the monthly E-Commerce Listing project and set the pre-engineering task for content upload on Phrase - Set the post-engineering task for the Sports Document localization project for Indonesian and Vietnamese before delivering files to the client - Kicked-off a new document localization project - Issued a batch of 3 Purchase Orders for linguists who worked on the Medical Content review project - Issued a batch of 20 Post-Editing Purchase Orders for a recently completed project - Issued 5 Post-Editing and 5 Editing Purchase Orders for linguists who worked on the project - Checked the German files for an ongoing localization project for missing translations and made the necessary edits before setting the post-engineering task for the file
Day 84: Friday 12th September 2025	- Issued 2 Purchase Orders for Burmese LQA linguists - Kicked-off a new project to a project manager from the Kolkata branch - Issued 2 Purchase Orders for French Canadian and Spanish LATAM LQA linguists

Working Hours: 11 AM to 8 PM	- Assigned a new project to individually handle and kicked the new document localization project off after checking the project details and files - Contacted the client for the project and emailed them the confirmation of the project with the TAT and the overall scope of the project - Set the Resource Management, Pre-Engineering, N-Gram Extraction and DP task to start the project by requesting for the required linguists, content upload on Phrase, extraction of key terms and formatting of files respectively - Drafted the email templates for the linguists working on the project with the links and files for reference along with the delivery date - Created the project timeline tracker to track the progress of the various workflows due to its complexity - Sent the proofreading offers for 2 different batches of the monthly project along with the QA reports and the reference files for assistance - Delivered a DTP check batch for the monthly project to the client after the Final QA check - Set the Final QA task to upload the comments from the LQA report to the client's links - Brief discussion call with Adrienn, PM from Budapest branch, regarding the project scope and timeline to ensure timely progress of workflow - Emailed the Termbase Creation Linguist for the new project I was handling along with the reference source files, N-Gram file and the Termbase provided by the client to include - Created a Slack channel and wiskers link to ensure that the DP team and the engineering team can follow on the progress of the complex localization project
WEEK 18	
Day 85: Monday 15th September 2025 Working Hours: 11 AM to 8 PM	- Kicked off 4 new projects, varying from eLearning to document localization projects, for different branches - Issued 2 Purchase Orders for the Burmese and Spanish LATAM linguists - Issued a client-specific invoice for a completed project - Issued a batch of MT Alignment Purchase Orders for linguists that helped with the project - Issued a batch of 6 LQA Purchase Orders for a completed project - Created the wiskers links for the newly kicked off projects and uploaded all the necessary files to start the project up and to ensure the different teams can easily access them - Received the Termbase file from the linguist assigned - Assigned the Termbase Translation and Post-Editing linguist on Phrase and emailed them with a follow-up regarding the details of the workflow, termbase file and the schedule of the project I am individually managing - Communicated with the client regarding the TAT of the project and other requirements for confirmation before proceeding with the workflow - Received Batch 4 of the monthly E-Commerce listing project and set the pre-engineering task for content upload on Phrase - Assigned the respective linguists to the Batch 4 files and sent them the offer emails for confirmation - Updated the Sales Order value in NetSuite for the 4 previous batches of the E-Commerce listing project using the Master Quote create - Issued the Purchase Orders for the sports document localization project for Indonesian, Thai and Vietnamese Post-Editors and Editors that worked on the localization for 2 batches of the monthly project - Delivered a post-DTP check batch to the client after the Final QA check completion
Day 86: Tuesday 16th September 2025 Working Hours: 11 AM to 8 PM	- Issued a batch of 4 LQA Purchase Orders for Burmese and German linguists who completed their workflows - Created 2 client-specific invoices for the completed eLearning projects - Kicked off a new eLearning localization project covering 10 languages - Received the Termbase translation file for the project I am individually managing and checked the completion of the translation in the files - Set the task for the Termbase upload and TM upload on Phrase to help with the consistency in the Phrase links

	- Communicated with the Vendor Management team regarding the details for the LQA workflow of the document localization project - Assigned the Editing linguist on Phrase for the document localization project I was handling - Delivered a Post-DTP check batch to the client after checking the completion of the comment upload on the client links - Checked the progress and status of another in progress post-DTP check batch - Continued working on the Playbook for the project I was handling as lead PM and had a discussion call with Adrienn (PM from Budapest Branch)
Day 87: Wednesday 17th September 2025 <i>Working Hours: 11 AM to 9 PM</i>	- Kicked off 5 new projects for various project managers across different branches - Issued a batch of 39 Post-Editing Purchase Orders for a completed eLearning localization project - Issued a batch of 8 Post-Editing Purchase Orders for linguists who worked on the project - Emailed the Post-Editor linguist, for the project I am handling, with the specific details of the project and notes from the client regarding their requirements for the project in terms of style and tone - Communicated with the Editing linguist for the project regarding the tentative schedule and the translated termbase - Created and checked the Purchase Order tracker for the 15 languages of the Image Annotation project - Issued the Purchase Orders for the Arabic linguists who worked on the Image Annotation project and communicated with the Vendor Management team to create profiles for new linguists - Joined and actively participated in a Global Project Management Team training for effective Kick-Offs for newer projects - Received files from the client for revisions to be made to the Hindi files for the monthly project - Integrated the completed Mandarin translations to a new template provided by the client
Day 88: Thursday 18th September 2025 <i>Working Hours: 11 AM to 9 PM</i>	- Checked the Purchase Order trackers for all the languages for the Image Annotation project before issuing the POs for the different batches - Issued the Purchase Orders for the Hindi, Thai and Vietnamese linguists that worked on the Image Annotation project - Updated the new Andovar linguists with the billing procedures of the company - Kicked off 2 new projects for the Kolkata branch - Kicked off a new test project for the Bangkok branch and created the project profile with all the necessary information - Issued a total of 22 Post-Editing Purchase Orders for linguists who worked across 2 projects - Set the post-engineering task for a document localization project after the files have been completed by linguists on Phrase - Integrated and formatted the completed Mandarin translations to a new template provided by the client - Received LQA reports from the Greek Medical Content Review linguist and uploaded it to wiskers for the DP team to start their workflow - Uploaded the new project plan for the Medical Content Review project on wiskers - Communicated with the client for the details on the new revisions required to the Mandarin files - Received the updated Termbase translation file and confirmed project details with the Post-Editing linguist to further proceed with the workflow - Updated the project timeline for the project I am managing to help understand the flow due to the complexity of the project - Drafted emails for the client and the linguists for a project over a discussion call with a senior PM - Participated in the Global Andovar Meeting for AirTable transition training to help understand the new software to be used in the company
Day 89: Friday 19th September 2025 <i>Working Hours: 11 AM to 8 PM</i>	- Issued a batch of 10 Post-Editing Purchase Orders for a completed eLearning project - Issued Purchase Orders for the linguists who worked on the Medical Content Review project - Received the updated files for the Batch 4 of the monthly E-Commerce listing project from the client and set the pre-engineering task for the content upload on Phrase - Assigned the respective linguists on Phrase and sent the linguists the offer emails for confirmation

	• Issued Purchase Orders for the Japanese linguists who worked on the Image Annotation project and updated the Purchase Order tracker for reference • Created my projects on AirTable with all the tasks and updated the tasks with the specific details to create a Gantt chart for project progress and timeline • Received files from the client for revisions to be made to the Mandarin files for the monthly project • Received a new batch of Post-DTP checks from the client and checked the links for confirmation before communicating with the client for the delivery date of the checks • Set the QA task for the creation of QA reports for the new Post-DTP checks • Communicated with the client, for the project I am handling, regarding the suggestions on the localization style for confirmation to adapt the style across the file • Followed-up with the linguists regarding the localization style confirmed by the client in order to adapt it across the file • Set a new task for the updated Termbase upload for new terms to be added to Phrase for easier workflow
WEEK 19	
Day 90: Monday 22nd September 2025 <i>Working Hours:</i> <i>11 AM to 8 PM</i>	• Kicked off 2 new eLearning projects for different teams • Issued a batch of 9 Post-Editing Purchase Orders for a completed workflow • Sent the Portuguese (EU) translated report, for the project I was independently handling, for post-engineering and simultaneously set up a DP integration task • Communicated with the linguist regarding the format, tone and style used in the report • Received the QA reports for the post-DTP checks and sent offer emails to the respective linguists for the project • Issued a batch of Purchase Orders for 5 proofreading and 1 translation batch completed by linguists as part of the monthly project • Took lead in client communication to clarify batch requests received from the client in terms of respective PO and invoice number for each batch and the new project style the client wants to implement • Verified the Mandarin feedback received from the client before reaching out to the linguist for checks and clarifications • Received Batch 6 of the image annotation project and created a new batch tracker • Drafted new emails for the linguists who will take part in the Batch 6 project with updated tools and instructions • Communicated with the Vendor Management team for new resources to assist with this project
Day 91: Tuesday 23rd September 2025 <i>Working Hours:</i> <i>11 AM to 8 PM</i>	• Issued a batch of 8 LQA Purchase Orders for a completed project • Received the LQA reports for the post-DTP checks from the linguists and set the final QA task for the reports • Assigned linguists to evaluate the MT quality of the new project style that the client will introduce • Assigned a Mandarin 3rd Party Reviewer to check the quality of linguist translations for the monthly batch • Implemented the LQA feedback to the Phrase Files for 18 languages • Evaluated the test batch files for the Vietnamese linguists who worked on the Batch 6 of the image annotation project, followed up and reassigned the Vietnamese linguists accordingly • Followed up with the DP team for the status of the report integration and communicated with the team regarding the project requirements during integration • Set the QA task for the integrated report to check for any formatting issues • Assigned the LQA linguist for the project I was handling and emailed the necessary documents to assist with the LQA workflow
Day 92: Wednesday 24th September 2025 <i>Working Hours:</i> <i>11 AM to 10 PM</i>	• Issued a Purchase Order for the Burmese LQA linguist who completed their workflow • Joined the Bangkok Project Management weekly meeting regarding project updates • Kicked off a new Audio project for the Bangkok Branch • Set the pre-engineering task for the updated Batch 4 and new Batch 5 and 6 for content upload before assigning the linguists on Phrase and emailing offers for the new batches

	- Followed up and reassigned linguists for the image annotation project and evaluated the new test batches received before providing the feedback to the linguists - Communicated with the Vendor Management team to onboard new resources to assist with the project - Communicated with the QA team to include formatting issue comments on the client's links - Received the MT evaluation report from the Japanese, German, French and Mandarin linguists and the Mandarin evaluation report from the 3rd Party Reviewer before sharing the reports with the team to discuss further procedures - Received the QA report from the team with the issues and delivered them to the DP team for integrations - Implemented client feedback on the Phrase files for 6 additional languages
Day 93: Thursday 25th September 2025 <i>Working Hours:</i> <i>11 AM to 9 PM</i>	- Implemented the feedback and comments left by the QA team for 4 batches of the monthly e-commerce listing project before copying to the client's files for delivery - Checked the final comments on the client's links and delivered the post-DTP checks to the client - Issued a batch of 8 Post-Editing and Editing Purchase Orders for a completed project - Reassigned Vietnamese linguists for the image annotation project to ensure timely delivery to the client - Evaluated the newly received test files for the project and sent feedback to the linguists accordingly - Assigned files to the Hindi and Japanese linguists for the LQA checks for the Medical Content Review project
Day 94: Friday 26th September 2025 <i>Working Hours:</i> <i>11 AM to 8 PM</i>	- Kicked off 9 new projects for various project managers across the Bangkok, Kolkata and Budapest branch - Created the Slack channel, to establish the communication between teams, and the wiskers link, for file sharing, for the new projects I kicked off - Issued 2 client-specific invoices for completed projects - Participated in a training and discussion call with the Sales Team on the software transition to AirTable - Received a new post-DTP check batch from the client and set up the QA task before communicating with the client on the delivery date for the new batch - Evaluated the new test files and provided feedback to the respective Vietnamese linguists for feedback implementation - Issued a batch of Purchase Orders for the VLQA linguists who worked on the Medical Content Review project - Implemented the client feedback to the Batch 5 and Batch 6 of the monthly E-Commerce listing project - Received a new post-editing request from the monthly sports document localization project and set the pre-engineering task for content upload before assigning linguists on Phrase and emailing the respective linguists with the offers
WEEK 20	
Day 95: Monday 27th September 2025 <i>Working Hours:</i> <i>11 AM to 8 PM</i>	- Kicked off 5 new projects for various Project Managers from different branches - Kicked off a new Test Project for the Bangkok Branch - Issued LQA Purchase Orders for the linguists who completed their workflow on a project I was handling - Issued the Purchase Order for the Mandarin 3rd Party Evaluator and the Mandarin LQA linguist for their help - Set the post-engineering task for the last batch of the September Sports document localization project for Indonesian, Thai and Vietnamese translations before delivering the translations and issuing the invoice for the project - Received the LQA file from the linguist for a Portuguese document localization project I was handling and sent it to the DP team for integration after communicating with them regarding the format and style to use - Issued a batch of 6 Post-Editing Purchase Orders and 3 LQA Purchase Orders for 3 different projects - Assisted Project Managers and Project Coordinators to move the end dates of 8 projects to ensure consistency in the monthly billing - Issued a batch of 5 Partial invoices for various projects to be billed for September - Emailed a client on the behalf of the Main PM and confirmed details regarding the Voice Talent and the TAT for the project - Prepared a document template to help Project Managers when OPP Tasks are requested - Issued a batch of 10 LQA Purchase Orders for a completed project

	- Received the Vietnamese files for the image annotation project and sent it to the QA team for final checks - Assisted with issuing the Purchase Orders for the Vietnamese and French linguists that worked on the image annotation project	
Day 96: Tuesday 28th September 2025 <i>Working Hours:</i> <i>11 AM to 8 PM</i>	- Issued partial invoices and full invoices for completed projects to be billed for the month of September - Issued Post-Editing and LQA Purchase Orders for more than 8 completed projects - Assisted Project Managers with updating the Sales Order Value for projects to be billed for the month - Generated and sent 8 client-specific invoices for completed projects - Received the final QA document from the QA team and delivered the Portuguese document localization project to the client before issuing the invoice for the project for billing - Assigned the proofreading task to the respective linguists for the new post-DTP check request - Received the new completed Vietnamese files for the image annotation projects and conducted a brief check before sending the files to the QA team for final checks - Joined brief meetings with various Project managers from different branches to support them with their requests on NetSuite - Added new projects to AirTable for the Project Managers to access - Kicked off 2 new projects for the Bangkok branch and a new test project for the India branch - Facilitated the completion of the task requests set by the Project Managers to ensure timely billing, completion and issuance	
Internship Supervisor		Shatyaki Bohra <i>Director of Project Management and Country Head (India)</i> Signed: 30/09/2025

- Internship Company Supervisor and Co-Worker Feedback
 - Shatyaki Singh Bohra (Supervisor) - Director of Project Management



Internship Evaluation Report

Intern Name: Sarocha Sachanakul

Intern Position: Project Management Intern

Organization: Andovar

Duration: 19th May 2025 to 30th September 2025

Supervisor: Shatyaki Bohra, Director of Project Management

Evaluation Summary

Sarocha successfully completed her internship with our Project Management team. Throughout her tenure, she demonstrated strong learning ability, professional conduct, and adaptability to cross-cultural work environments. She actively contributed to our global operations by supporting Project Managers in both our Budapest and India offices, working across multiple client accounts.

Key Performance Highlights

1. Project Support & Ownership
 - Assisted Project Managers with daily coordination, communication, and task follow-ups across different accounts.
 - Independently managed several projects from initiation to completion, ensuring quality and timeliness of delivery.
2. Communication & Collaboration
 - Maintained clear and professional communication with supervisors and colleagues.
 - Reached out proactively for clarification whenever required, which minimized errors and enhanced efficiency.
 - Collaborated effectively with colleagues from diverse cultural and geographical backgrounds.
3. Professional Skills & Learning
 - Developed a solid understanding of project workflows and global client requirements.
 - Showed adaptability in working with cross-cultural and multi-time-zone teams.
 - Displayed enthusiasm for learning and quickly adjusted to organizational tools and processes.

Areas for Development

- Building greater confidence in independent decision-making.
- Further deepening knowledge of advanced project management workflows and tools.

Overall Assessment

Sarocha has been an excellent intern, contributing meaningfully to our ongoing projects while also gaining hands-on experience in project management. She has shown professionalism, dedication, and the ability to work in a global business environment. We believe she has strong potential to excel in a project management career and highly recommend her for future professional opportunities.

Shatyaki Singh Bohra

30th September 2025

○ Adrienn Toth - Junior Project Manager (Budapest Branch)

Adrienn Toth · 5:29 PM

 Adrienn Tóth- Junior Project Manager
Budapest

I had the pleasure of working with Sarocha on a particularly challenging and unorganized client's projects. Throughout the experience, she consistently demonstrated exceptional time management and tracking skills, ensuring that all deliverables were met promptly. Her proactive approach and quick learning ability were invaluable in navigating the complexities and issues that arose. Moreover, she consistently came up with innovative ideas to prevent similar challenges in the future. Her contributions were instrumental in the success of the projects.

Her work was also very helpful on other administrative works.

○ Anna Teixidor Font - Senior Project Manager (Budapest Branch)

Anna Teixidor · 6:45 PM

 Hey Jia

It has been a pleasure to have Jia as part of our team over the past 5 months. Her contributions have significantly impacted our workflow and overall team atmosphere in a positive manner, and I would like to highlight the many exceptional qualities she has demonstrated during this period.

Jia consistently showed exceptional problem-solving skills, tackling complex and undefined tasks with remarkable ease. As a quick learner, she was able to grasp new concepts and tasks rapidly, understanding the intricacies of new processes or complex project requirements with minimal guidance while consistently delivering high-quality results. Her proactive initiative was particularly impressive—even when not explicitly requested, she developed intuitive trackers that made it much easier for us to monitor progress and review past actions, greatly increasing our efficiency and clarity in handling various tasks.

Given the nature of our work, effective communication with numerous external and internal stakeholders is vital, and Jia handled both types of communications impressively. She was especially skilled in managing interactions with our external linguists, handling these communications independently, resolving issues efficiently, and ensuring alignment with our project needs. Despite the occasional mundanity of administrative work, Jia also approached routine tasks such as issuing POs for linguists and preparing client invoices with remarkable diligence and accuracy, and her willingness to support the team in this capacity was highly appreciated.

Beyond her professional contributions, Jia integrated into our team dynamic seamlessly. Her warm personality and interpersonal skills fostered a positive and inclusive atmosphere that enhanced our workplace culture. We will undoubtedly miss her presence both professionally and personally, as she has truly been an invaluable member of our team.

○ Manidipa Das - Project Manager (Kolkata Branch)

Manidipa Das · 3:19 PM

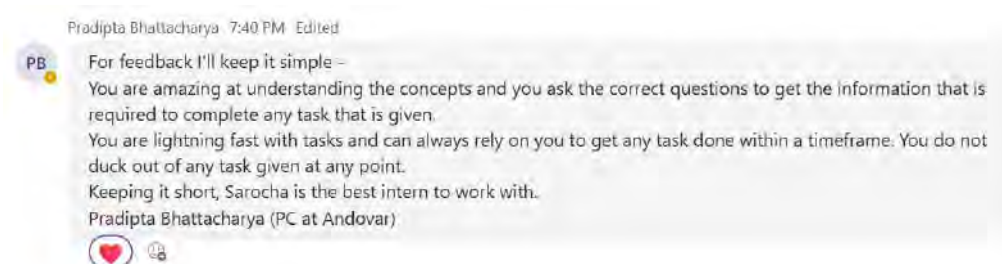
 MD

Name: Manidipa Das
Dept.: Project Management

Feedback: Sarocha has consistently demonstrated exceptional performance in her role. She quickly grasps new processes and integrates them seamlessly into her work. Her readiness to help her colleagues and her proactive approach make her a valuable team member. She is incredibly hardworking and her organizational skills stand out, ensuring that tasks are completed efficiently and effectively. With her strong ability to manage multiple responsibilities and her keen attention to detail, I am confident that she possesses the qualities needed to be an excellent project manager.

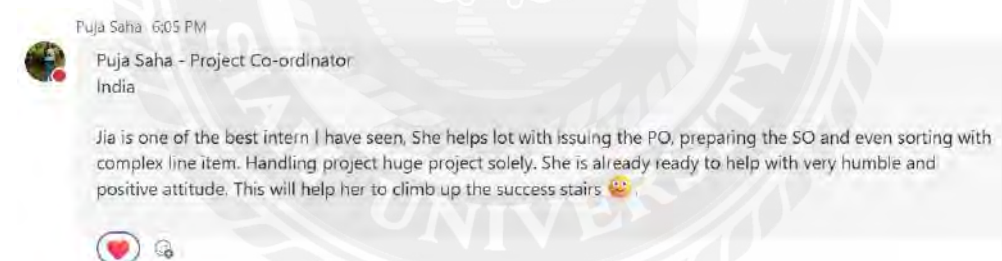
○ Pradipta Bhattacharya - Project Coordinator (Kolkata Branch)



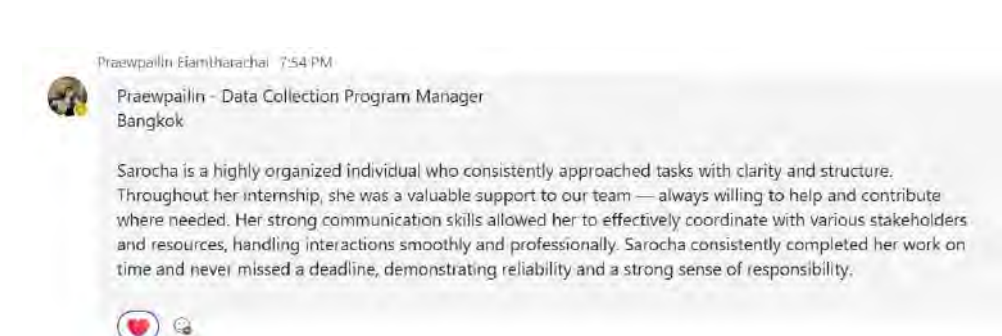
○ Orapa Dilokkunanant - Project Manager (Bangkok Branch)



○ Puja Saha - Project Coordinator (Kolkata Branch)



○ Praewpailin Eiamtharachai - Data Collection PM (Bangkok Branch)



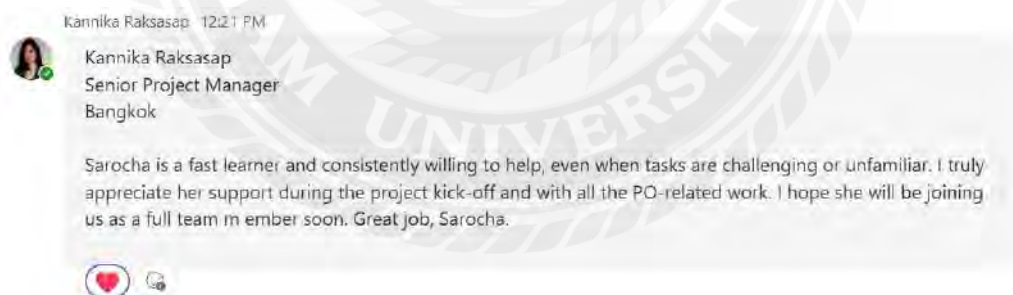
○ Sudsita Sukkasem - Data Collection Project Coordinator (Bangkok Branch)



○ Nutruethai Arsaprakhone - Data Collection PM (Bangkok Branch)



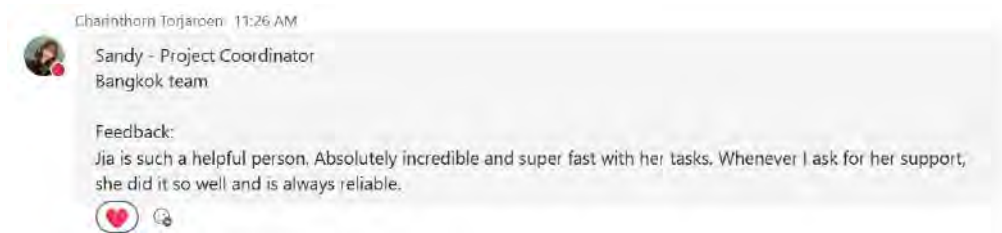
○ Kannika Raksasap - Senior Project Manager (Bangkok Branch)



○ Rattanamon Kwan-oon - Project Coordinator (Bangkok Branch)



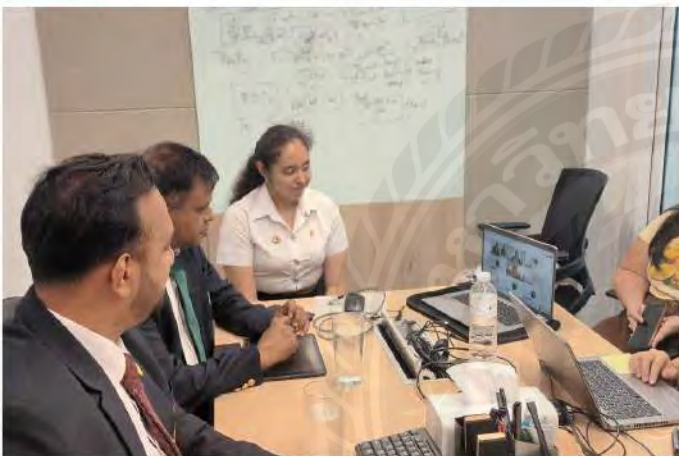
○ Charinthorn Torjaroen - Project Coordinator (Bangkok Branch)



● Andovar Bangkok Branch Team (Project Management, Data Collection and HR Team)



III. Siam University Visit at Andovar



IV. Resume and Curriculum Vitae



SAROCHA SACHANAKUL

Project Management Intern

A dedicated and detail-oriented International Business student with the ability to adapt to any changes in situations by analysing and organizing plans. Desire to reach the best results and even then further improve in various manners to push beyond the limits and incorporate out-of-the-box ideas that will propel others to think more creatively.

CONTACT

0909091831

sarocha.sachanakul04@gmail.com

Bangkok, Thailand

Sarocha Sachanakul

EDUCATION

- Siam University | Bangkok, Thailand**
(2022 - Present)
Bachelors in International Business (Full Scholarship) GPA: 3.99
- International Pioneers School | Bangkok, Thailand**
(2007 - 2022)
A-Levels (Partial Scholarship from 2020 - 2022)
 - Subjects: Accountings (A), Business Studies (A), Economics (A), Psychology (B)IGCSEs
 - Subjects: Business Studies (A*), Combined Science (A*), Economics (A*), First Language English (A*), ICT (A), French (B), Mathematics (B)

SKILLS

Languages

- Thai
- English (IELTS : 8.5)
- Hindi

Skills

- Foreign Language Proficiency
- Microsoft Office Proficiency
- Time-Management
- Organisation and Planning
- Project Management Tools

EXTRACURRICULARS

- Siam University Student Council**
(July 2024 - May 2025)
- Assistant Secretary
- Siam University Student Club**
(2022 - Present)
- General Secretary
- Academic Affairs and Media
- Model United Nations**
(2018 - 2022)
- School Representative Council**
(2019 - 2022)
- IPS Newspaper Committee**
(2019 - 2022)
- International News Editor
- IPS Eco-Committee**
(2020 - 2022)

WORK EXPERIENCE

- Andovar Localization Services | Bangkok, Thailand**
Internship (May 2025 - Present)
Key Responsibilities:
 - Led and coordinated various multilingual and multimedia projects
 - Improved internal operations by creating trackers and playbooks
 - Streamlined workflows that yielded efficiency and reduced delays
- Siam University | Bangkok, Thailand**
Industry Relations Coordinator (June 2024 - May 2025)
Key Responsibilities:
 - Event planning, social media management and content creation
 - Student engagement by developing programs for current students
- Ohana Academy | Bangkok, Thailand**
Tutor (July - August 2023)
Key Responsibilities:
 - Taught IGCSE Business Studies and Economics
- Euiing English Camp | Bangkok, Thailand**
Assistant Teacher (July - August 2023)
Key Responsibilities:
 - Organized classes and events for students from various grades
 - Helped with content creation and designing of materials

VOLUNTEER WORK

- Regional Committee in Asia-Pacific (RCAP): The Conference of NGOs in Consultative Relationship with the United Nations (CoNGO)**

Sarochoa Sachanakul

Project Management Intern



✉ sarocha.sachanakul04@gmail.com

☎ 090-909-1831

🌐 Sarocha Sachanakul

A dedicated and detail-oriented International Business student with the ability to adapt to any changes in situations by analysing and organizing plans. Desire to reach the best results and even then further improve in different manners to push beyond the limits and incorporate out-of-box ideas that will propel others to think more creatively.

Experience

Andovar I Project Management Intern (Bangkok, Thailand)

May 2025 - Present

- Coordinated various multilingual projects across eLearning, multimedia and game localization to consistently ensure on-time delivery and client satisfaction
- Streamlined workflows across various projects by managing linguist assignments, QA checks, invoicing and project tracker which yielded greater efficiency and reduced delays
- Collaborated with global teams across 4 international branches, enhancing cross-cultural communication and improving coordination in time-sensitive projects
- Improved internal operations by creating project trackers and onboarding documentation, increasing clarity and reducing adjustment times for new team members

Siam University I Industry Relations Coordinator (Bangkok, Thailand) June 2024 - May 2025

- Event planning and coordination by assisting in organizing workshops and seminars
- Social media management and content creation by creating posts and contents to engage with viewers while monitoring Innovation and Entrepreneurship Center's market presence
- Student engagement by developing and implementing programs for current students such as innovation challenges and mentorship programs
- IEC website management and maintenance with updates on events and programs
- Internship coordination by researching opportunities relevant to students' field of study
- Provision of administrative support by handling correspondence and maintaining records of events and meeting

Ohana Academy I Tutor (Bangkok, Thailand)

July - August 2023

- Taught IGCSE Business Studies and Economics
- Tutored past papers for the aforementioned subjects
- Instructed methods on structuring answers for various question forms

Euiing English Camp I Assistant Teacher (Bangkok, Thailand)

July - August 2023

- Helping with managing class behaviours for all levels
- Organizing classes across all levels
- Helping students who need extra support and acting as a substitute teacher for all classes
- Preparing class materials for all classes

Sarasas Witaed Bangbuathong I Internship (Nonthaburi, Thailand)

July 2021

- Supported teachers by preparing lesson plans and class materials
- Look over lesson materials and examination papers
- Created comprehensive lesson plans for teachers in all core subjects

International Pioneers School I Internship (Bangkok, Thailand)

October 2020 - March 2021

- Taught English and Shared Reading to 3rd Graders
- Developed a comprehensive lesson plan for each class
- Collaborated with class teacher to develop a plan for each student depending on their abilities, strengths and weaknesses
- Assessed the students' improvement over their classes

Education

- **Siam University I International Business Student (Bangkok, Thailand)** *2022 - Present*
 - Bachelors in International Business (100% Siam Wisdom Scholarship) - GPA : 3.99
- **International Pioneers School (Bangkok, Thailand)** *2007 - 2022*
 - A-Levels (Partial Scholarship from 2020 - 2022)
 - Subjects: Accountings (A), Business Studies (A), Economics (A), Psychology (B)
 - IGCSEs
 - Subjects: Business Studies (A*), Combined Science (A*), Economics (A*), English as a First Language (A*), ICT (A), French (B), Mathematics (B)

Extracurricular Activities

- **Siam University International College Student Club (SUICSC)** *2022 - Present*
 - General Secretary (2024)
 - * Prepare all documentations, formal letters and Connect with professors and faculty
 - * Main organizer for Student Club events and Responsible for various sections
 - * Responsible for organizing meetings and arranging presentations for necessary parties
 - Head of Academic Affairs (2023)
 - * Organize and manage academic related events including orientations
 - * Arrange university trips including Community Service and Freshy Trips
 - * Assist students with academic related issues
 - * Contact and organize for company visits
 - Head of Media Department (2022 - 2023)
 - * Handle SUICSC social media accounts (@suicsc_official)
 - * Organize and manage media team including photographers and video Grapher
 - * Responsible for graphic designing of flyers, banners and t-shirts
- **Siam University Student Council** *July 2024 - May 2025*
 - * Appointed as Assistant Secretary of Student Council 2024
 - * Responsible for organizing university wide events
 - * Help connect International College and relay necessary information about events
- **Impact Start Up Challenge 2024 by Singapore University of Social Sciences** *May 2024*
 - * Conceptualizer of Start Up idea, ConnectIntern
 - * Worked with students from Singapore, Bangladesh and Jamaica to present start up
 - * Conducted market research, gathered data and designed the start up logo and ideas
- **Model United Nations** *2018 - 2022*
 - * Learnt the various issues and stances of countries
 - * Gained an understanding of public speaking and political aspects
- **School Representative Council** *2019 - 2022*
 - * Organized charity trips every year and food drives during covid times
 - * Hosted events like Music Festivals, Sports Days and Cultural Events
- **IPS Newspaper Committee** *2019 - 2022*
 - International News Editor
 - * Helped edit articles and designed layouts for school newspaper
 - * Wrote articles for the international news section and academics section
- **IPS Eco-Committee** *2020 - 2022*
 - * Co-founder of the environmental committee in school
 - * Active participation in raising awareness about the waste disposal

Skills

- Foreign Language Proficiency
- Microsoft Office Proficiency
- Project Management Tools - NetSuite and AirTable
- Time-Management
- Organisation and Planning
- Adaptability and creativity
- Multi-tasking
- Localization Tools - Phrase

Languages

- Thai
- English (IELTS : 8.5)
- Hindi
- Punjabi

Community Service

- **ICOSIAM Community Service Trip 2024** February 2024
 - Organize a community service trip to help underprivileged children in the Ratchaburi province
- **ICOSIAM CSR Trip 2023** May 2023
 - Hosted a CSR Trip to a special children's home in Sattahip
- **Soi Cleanup 2022** 2022
 - Helped the Bangkok Cleaners to clean up the alleys near the school vicinity
- **Diwali Fundraising** 2021
 - Sold Indian dishes to help raise funds for the year-end charity
- **MFL Week Fundraising** 2021
 - Modern Foreign Language (MFL) week where we sold various dishes from different cultures to raise funds

Volunteer Work

- **Regional Committee in Asia-Pacific (RCAP): The Conference of NGOs in Consultative Relationship with the United Nations (CoNGO)** April 24 - April 27 2025
- **Regional Committee in Asia-Pacific (RCAP): The Conference of NGOs in Consultative Relationship with the United Nations (CoNGO)** April 25 - April 26 2024
 - Volunteered as the Student Assistant representing Siam University to help assist the esteemed members of the organization attending the conference
 - Prepared materials including reports, presentations and necessary paperwork
 - Helped with technical equipment including connection of communications and devices
 - Management and registration of the participants of the conference

Awards

- **Honorable Award for Student Council 2567** September 2025
 - Received the Honorable Award as the General Secretary of the Siam University Student Council
- **Best Student Award 2024** August 2024
 - Received Best Student award from Siam University
- **Best Student Award** July 2022
 - Received Best Student award from International Pioneers School
 - Best Student Awards in: Accounting, Business Studies, Economics and Psychology
- **Scholarship Recipient** 2020 - 2022
 - Received Partial Scholarship from International Pioneers School