

ANNA FERRANDO



Administrative executive clerk PA - Demographic and registry services

Age: 56

Employer: Comune

Place: Genoa, Italy

Pay: 1600€/month

Domain: administrative

Mother tongue: Italian

Expected Eng level: B1

Technology: MT

Clarity

Reliability

Meaning

BEHAVIOURS & TEXT TYPES

- Assist foreign people in administrative business to access municipal services. Facilitate municipal services regarding registry services. Customer care and support.
- Write and translate official and internal correspondence (formal and informal).
- Translate and review documents, certificates, declarations, applications, residences and changes.
- Write press releases.
- Quickly analyse public administration documents in Italian and English and extract practical information.
- Fill in modules, certificates and documents and write administrative acts for foreign people. Residence changes modules and surveys for Italian and foreign families.
- Clear communication of municipality policies regarding transparency and data privacy.

FRUSTRATIONS

- Sometimes the language barrier slows down my work process because I am not super proficient in English and I have to use MT.
- For my medium proficiency, I need to trust the MT tool but I'm not always 100% sure of the reliability of the result.
- Unsettled by untranslated words or imprecise terminology.
- For me it is not easy to integrate technological updates, complex interfaces and long technical explanations.

PLATFORM NON-NEGOTIABLES

- Safety for sensitive data
- Quick, short and actionable information.
- Meaning- and context-focused information.
- Reliable translations.
- Formal/informal tone.
- Ease of use, simple and intuitive design

DIGITAL LITERACY

CARLOS SANCHEZ



Senior technical project manager PA - Environment and infrastructures

Age: 44

Employer: Territory, Housing and Ecological Transition

Place: Madrid, Spain

Pay: 1800€/month

Domain: legal, technical

Mother tongue: Spanish

Expected Eng level: B2

Technology: MT+GenAI

Terminology

Accurateness

Meaning

GOALS

- Revise technical documentation to make sure that everything is suitable and correct, respecting standards.
- Extract core meaning from different documents, also English ones.
- Deliver sound project proposals coordinating different entities.
- The meaning in translation must be preserved and conveyed correctly.
- Look for specialised terminology sources to make sure everything is accurate.
- Make sure my tone in formal mails is clear and professional.

FRUSTRATIONS

- Selecting the most appropriate technical term and checking its accuracy, because sometimes the terminology of MT tools don't convince me.
- Terminological inconsistencies in the same document.
- Sometimes the wrong term can lead to a translation that is not right in its content. Low quality of free tools.
- Taking appropriate tone or style. Sometimes the translation differ from my intention.

BEHAVIOURS

- Read and study national and international regulations and directives, administrative acts, and legal documents of my work fields.
- Issue and revise complex technical documents, such as certificates, affidavits, reports, contracts.
- Definition, planning, and evaluation of projects and engineering productions.
- Contact other departments, suppliers, clients by mail (formal tone).
- Read and analyse scientific publications and materials. Read and work on maps and charts. IT documentation for new software or updates.
- Coordination and control of different projects.

PLATFORM NON-NEGOTIABLES

- Accuracy of terminology, tone and context.
- High-quality translations.
- Support for different text types.
- Ready-made sentences/formulas for different text types.

DIGITAL LITERACY

MARTA SOLER



Digital marketing manager and co-founder - PVT

Age: 36

Employer: Own business

Place: Barcelona, Spain

Pay: 2500€/month

Domain: economic, communication

Mother tongue: Catalan

Expected Eng level: B2/C1

Technology: GenAI

Precision

Appropriateness

Quality

BEHAVIOURS

- Financial management of the organisation and administrative procedures of my firm, like tax refunds or certificates.
- Draft and revision of contracts.
- B2B communication, contact and coordination of clients and freelancers, even foreign ones.
- Internal communication and direction, short texts.
- Planning, managing and monitoring of digital strategical marketing and advertising campaigns.
- Revising multilingual social media communication, content creation and localisation.
- Managing sales data analysis, competition analysis, performance analysis of the relevant product category, definition of product costs and related margins and retail prices, evaluating the product life cycle. Definition of sales and promotional materials, creation of sales catalogues.

FRUSTRATIONS

- Grammatical inconsistency and errors.
- Misrepresenting the client's needs.
- Verify accuracy and appropriateness of translation based on context and end use.
- Not trusting MT quality, so I moved to GenAI translation because it considers the whole document/context. → avoid literal translations.

PLATFORM NON-NEGOTIABLES

- Content must be accurate and contextualised.
- Cultural aspect.
- Integrable in our workflows.
- High-quality standards.
- Personalised grammatical feedback.
- Give alternatives and explain differences of translation.

DIGITAL LITERACY