



ULAB
UNIVERSITY OF LIBERAL ARTS
BANGLADESH

MEDIA STUDIES AND JOURNALISM DEPARTMENT

INTERNSHIP REPORT

Muntaqua Zarifah Rana

221012046

FALL 2025

MSJ4298: Internship

HOST ORGANIZATION



i-CALL INTERNATIONAL

Where Every Conversation Counts

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Student Details

Name	Muntaqua Zarifah Rana
ID	221012046
Department	Media Studies and Journalism
Major Concentration	Communication For Development
Minor Concentration	South Asian Studies
Career Objectives	As a student of communication for development I aim to use my knowledge and strategic communication skills to make a positive impact on the society and empower underprivileged communities. I aspire to promote awareness about issues that are often overlooked, develop unique and relevant solutions to existing and emerging social concerns. Through my internship experience I look forward to polishing my communication skills, management skills and problem solving skills that not only contribute to an organization but benefits the society collectively. My ultimate objective is to work with organizations that contribute to the betterment of the society and serve those who are vulnerable, untended and often at risk of mistreatment.

Internship Details

Host Organization	i-Call International 7901 4th ST, N, STE 11540 St. Petersburg, FL 33702 US www.icallinternational.com +1 (818) 239 4744
My Working Session	October 2025 to December 2025
Supervisor	Ivona Nikolic
Designation	Interpretation Trainer, Training Department Lead & Team Lead
Start Date	October 1st, 2025
End Date	December 31st, 2025
Hours Per Week	40 hours
Total Working Period	12 weeks

Acknowledgement

My deepest gratitude extends to i-Call International for granting me the opportunity to work in such an inspiring, professional and cooperative environment. This internship has been extremely valuable for me as it allowed me to step out into the real world and apply my academic knowledge of communication for development in the professional and practical environment through which I gained insightful experiences and extensive understanding of the online medical interpretation industry.

First and foremost, I am earnestly thankful to my supervisor, **Ivona Nikolic**, for her constant guidance, support and encouragement throughout the entire duration of my internship. She provided me with constant feedback and always appreciated me when she was satisfied with the tasks I had completed. It helped me not only to improve myself but also gave me the confidence and motivated me to do better every day. Her mentorship instilled a sense of responsibility and accountability in me which I can carry forward in my future professional endeavors.

I am equally grateful to **Zarnab Aly**, the team lead who played a crucial role in my learning process. When assigning tasks, she not only gave me in depth instructions and guidance but also gave me the liberty to add my own thoughts and ideas to complete them. Her inclusive approach, constant support, availability and guidance made me truly feel like a valuable person for the entire team.

I would also like to acknowledge the **training department**, with whom I worked as a part of. Working as a trainer has given me firsthand experience of the amount of hard work that is required to educate and coach interpreters. It is an immense responsibility to train the interpreters as they will use the knowledge provided to them by the trainers to serve those in need of assistance. The trainers require substantial knowledge, patience, problem solving skills and communication skills to train every wave successfully. Their constant hard work and discipline was truly inspirational. It gave me in-depth knowledge and experience in being an effective communicator and enhanced my leadership skills.

A special note of recognition goes to all the **interpreters** who work tirelessly with such enthusiasm and dedication. Their hard work has left a lasting impression on me. They are resilient and are on the first line to contribute to society by helping to be a bridge for those who require language assistance in accessing healthcare services, community services and educational institutions. Their professionalism helps save lives in many languages.

Finally, I would like to express my appreciation for the entire team at *iCall International*. Each member contributed to making my internship a rewarding and enriching journey. The collaborative spirit, professionalism, and dedication I witnessed throughout my time here have not only enhanced my skills but also strengthened my commitment to using communication as a tool for social betterment.

This internship has been a journey of growth, learning, and inspiration. I am truly grateful to everyone who supported me and made this chapter of my academic and professional life so meaningful.



PLAGIARISM DECLARATION

1. I know that plagiarism means taking and using the ideas, writings, works or inventions of another as if they were one's own. I know that plagiarism not only includes verbatim copying, but also the extensive use of another person's ideas without proper acknowledgement (which includes the proper use of quotation marks). I know that plagiarism covers this sort of use of material found in textual sources and from the Internet.

2. I acknowledge and understand that plagiarism is wrong.

3. I understand that my research must be accurately referenced. 4. This assignment is my own work, or my group's own unique group assignment. I acknowledge that copying someone else's assignment, or part of it, is wrong, and that submitting identical work to others constitutes a form of plagiarism.

5. I have not allowed, nor will I in the future allow, anyone to copy my work with the intention of passing it off as their own work.

Name: Muntaqua Zarifah Rana

ID: 221012046

Signature

A rectangular box containing a handwritten signature in black ink that reads 'Muntaqua Z. Rana'.

INTERNSHIP REPORT APPROVAL FORM



Student Name: Muntaqua Zarifah Rana ID No. 221012046

Major: Communication for Development

Year: 2025

Local Phone: 01841123785

Email: muntaqua.zarifah.msj@ulab.edu.bd

____ INTERNSHIP/PROJECT INFORMATION

Internship

Organization/Project: i-Call International

Internship /Project Report

Topic:

Semester (Tick one): ☐ Spring 2025 ☐ Summer 2025 ☒ Fall 2025

----- Advisor APPROVAL

(Please place a Tick)

☐ Approved ☐ Not Approved ☐ Partial Re-write ☐ Full Re-write Remarks (If Not Approved/Pretrial/Full Rewrite):

Signature: _____ Date: _____

Name: _____ Tahseen Nower _____ Title: __Lecturer_____ E-mail:

_____ tahseen.nower@ulab.edu.bd _____ Phone: ____

MSJ041(00)

Introduction

My internship at i-Call International gave me the opportunity to apply my academic knowledge in professional and practical settings. i-Call International is an online medical interpretation company which is committed to providing quality service to their clients (i.e. hospitals, clinics, social services and most importantly Limited English Proficiency patients). i-Call International plays a crucial role in the healthcare industry by ensuring equal access to healthcare for everyone regardless of ethnicity, race, language and so on. My internship granted me a comprehensive experience in organizational communication, management, and training. This report documents my journey, responsibilities, and the skills I developed during my time with the organization and goes in-depth about my contribution to the organization throughout the course of my internship.

Throughout my internship I was engaged in a variety of tasks such as client communication where I applied my knowledge of communication for development as I was required to communicate with them in a professional manner and maintain a professional relationship. I was also assigned to prepare and deliver the monthly business report (MBR), which enhanced my ability to collect, analyse and organize data in a communicable format, as well as, communicate organizational progress effectively and answer any queries the clients might have.

A significant part of my responsibilities consisted of managing and communicating with interpreters on a daily basis, as well as, marking their attendance. This taught me the importance of coordination, accountability and leadership. Additionally, I was assigned training waves where I had to conduct training sessions. This gave me the opportunity to interact with people from different countries, cultures and backgrounds, further escalating my knowledge and understanding how to communicate with people from diverse backgrounds. It also required me to multitask since I had to keep track of their attendance, performance and participation. I believe working as a trainer helped me become a better mentor, and gain a deeper understanding of team management.

Additionally, I was also in charge of scheduling, assigning and conducting pre-assessments. Pre-assessments are initial assessments that interpreters need to pass to

be selected for the training process. This required me to be very organized, punctual and vigilant to fairly grade the interpreters' performance. This gave me valuable insight into performance evaluation.

Working closely with the interpreters, trainers, and HR team allowed me to understand the amount of collaboration, cooperation and communication is required for an organization to function properly. Each interaction has contributed significantly to my growth, whether it was learning from the interpreters' dedication, observing the trainers' rigorous methods and engaging in demanding training sessions, or coordinating with administrative teams to ensure smooth flowing operations.

This internship not only broadened my professional skills but also reinforced my commitment to using communication as a tool for social betterment. By engaging in diverse tasks and responsibilities, I was able to connect my academic background in Communication for Development with practical applications, preparing me for future roles in organizations that prioritize human development and social impact, further aiding my pursuit of working for a cause.

Expectations/Objectives

Prior to my internship at *iCall International*, I carried with me a set of expectations and objectives that I hope will guide my learning journey. As I come from a background in Communication for Development, I apprehend that this internship will provide me with practical exposure to organizational communication and management in a professional environment. I expect to gain extensive knowledge into how communication functions within a company to carry out operations that specializes in online medical interpretation, and how it contributes to both internal coordination, external client relations and society as a whole.

My objectives for this internship are as follows:

- **Strengthen Professional Communication:** I aim to refine my ability to communicate effectively with clients, interpreters, trainers, team leads and so on. I want to ensure clarity, empathy and professionalism when communicating and managing teams to carry out daily operations and meet deadlines efficiently.
- **Develop Organizational and Leadership Skills:** I hope to gain experience in management, coordination and professional interactions. Working as the team lead and training department lead will allow me to build confidence in my leadership skills and communication skills in my future journey.
- **Enhance Analytical and Technical Competence:** By preparing monthly business reports, creating presentations, and managing pre-assessments, I expect to improve my analytical thinking, reporting, and technical presentation skills. These tasks require efficient data collection and analysis which will help me apply my academic knowledge of communication for development since it consists of collecting, analysing and organizing data in a way which makes an impact.
- **Understand Team Collaboration:** I look forward to working closely with the different teams in this organization, such as the HR department, Training department, Team Leads and so on. I look forward to learning how different teams interact with each other to achieve certain organizational goals. Throughout the process I am eager to observe the importance and role of communication in maintaining harmony and efficiency in an organization.

- **Connect Theory with Practice:** Most importantly, I intend to apply the principles of Communication for Development in a practical setting. Ensuring that my work contributes to serving a broader mission to serve people in accessing healthcare through effective and impactful interpretation services.

Overall, I expect this internship to serve as a bridge between my academic learning and professional practice. My goal is to emerge from this experience with stronger communication, management, and leadership skills, preparing me for future roles in organizations that work for a cause, prioritize societal development and serve vulnerable communities.

Host Organization

iCall International is a global virtual call center and service provider specializing in interpretation services. Headquartered in St. Petersburg, Florida, the company has built a reputation for delivering high-quality, reliable, and cost-effective communication solutions to a diverse client base. From small start-ups to multinational corporations, iCall International supports organizations in overcoming language barriers and ensuring smooth communication in culturally diverse settings.

Vision and Mission

The organization's mission is to bridge communication gaps by providing professional interpretation and translation services that empower individuals and institutions to connect effectively. In particular, iCall International emphasizes the importance of communication in critical fields such as healthcare, law, community and social services. By offering specialized medical interpretation services, the company contributes to improving access to healthcare for patients who face language challenges, ensuring that communication does not become a barrier to accessing treatment.

Core Services

- **Medical Interpretation:** Supporting hospitals, clinics, and healthcare providers by offering accurate and timely interpretation between patients and medical staff.
- **Legal Interpretation:** Assisting in legal proceedings, documentation, and consultations where precise communication is essential.
- **Translation and Localization:** Helping businesses adapt their content for global audiences, ensuring cultural sensitivity and accuracy.
- **IT Professional Services:** Providing technical support and expertise to ensure seamless integration of communication platforms and tools.
- **Business Process Outsourcing (BPO):** Operating as a virtual call center, iCall International offers scalable solutions for customer service and communication management.

Commitment to Quality

iCall International places strong emphasis on **attention to detail, professionalism, and customer satisfaction**. The company's processes are designed to deliver consistent quality. By combining human expertise with advanced technology, iCall International ensures that its services remain efficient, impactful and adaptable to client needs.

Global Impact

By serving clients across industries, iCall International plays a vital role in promoting inclusivity and accessibility. Its services ensure that limited English proficiency do not hinder access to healthcare, community services and social services. In this way, the organization contributes to broader goals of **equity, empowerment, and inclusion**, making it a meaningful host organization for students seeking to apply communication skills for social betterment.

Organization's Logo



i-CALL INTERNATIONAL
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Key Tasks During the Internship

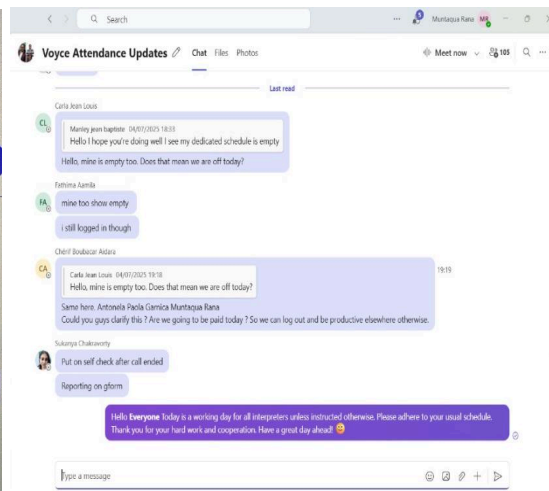
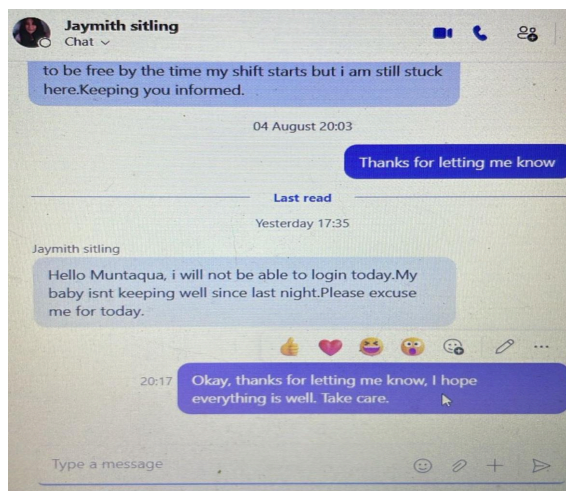
As an Intern, I was assigned to do the following tasks:

- Interpretation Team Lead Responsibilities:
 - Daily reporting from trainers, recruiters and QA (Quality Assurance)
 - Resolving interpreter requests, issues and concerns
 - Shadowing Globo and Equiti trainings
 - Conducting trainings, if there is need for backup or overflow of interpreters
 - Organizing and scheduling Globo training groups
 - Leading QA calls with interpreters
 - Communicating with the client through emails and meetings (MBR).
 - Pre-assessment calls with Equiti candidates
 - Creating a database of documents (pre-assessments, testing, etc.) for team use
 - Reporting to the team, solving urgent requests and managing the department
- Training Department Lead Responsibilities:
 - Communicating with recruiters regarding candidates, creating training groups and zoom links.
 - Communicate with client regarding candidates, credentials, and LMS (after approval from my supervisor, Ivona Nikolic)
 - Overall manage training department of both Equiti and Globo

Project/Task Details

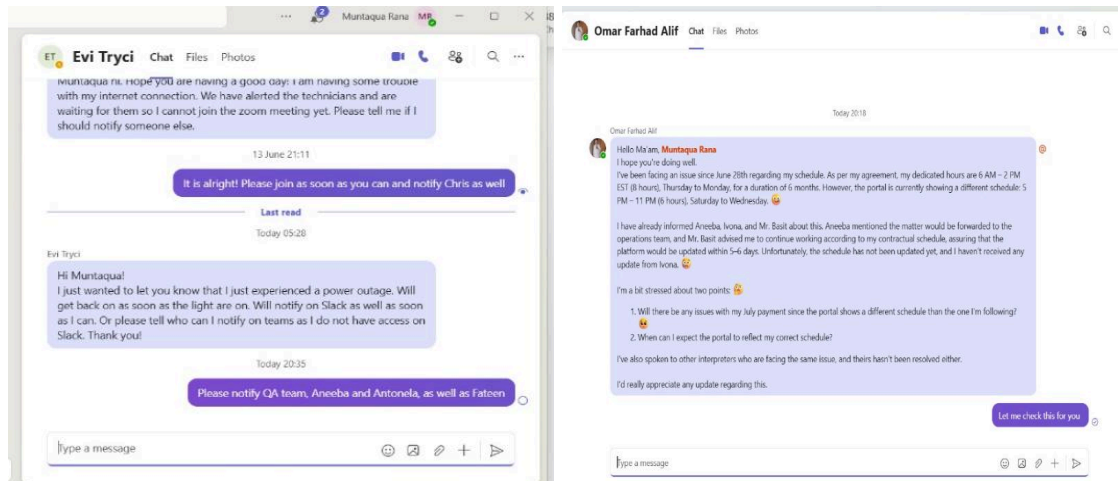
Task 1: Daily reporting from trainers, recruiters and QA (Quality Assurance) and resolving interpreter requests, issues and concerns

This consisted mainly of communicating with the interpreters, trainers, recruiters and QA. Solving any requests, issues and concerns they might have had. Everyday when I started my shift, I was required to check Slack and Teams to see if any interpreters had messaged me regarding requesting leaves, shift changes and other issues such as early log out or late login. In this situation, I had to take their requests and concerns and get it solved by communicating with the appropriate or relevant department or getting their requests approved. I was also required to send messages regarding important notices in attendance groups to inform all interpreters regarding updates, changes, holidays, and quality assurance instructions. Below are some screenshots of conversations I had with interpreters regarding the issues and situations mentioned above.



Jaymith- Informed me that she will not be able to work on this specific day and I informed HR regarding her issue and got her leave approved for that day.

VOYCE attendance group message blast- This message was sent by me to inform the group that even though it was a holiday in the USA it was still a working day for interpreters unless instructed otherwise.



Evi- she experienced a power outage during her shift and informed me. I directed her to the appropriate people such as the QA team and HR. Alongside, I informed the attendance team and HR regarding her issue.

Omar- He had concerns regarding his payment since his assigned shift was not reflecting on his platform. I contacted the IT team and asked them to look into his platform to see what the issue was. Later on, I asked him to follow his assigned shift and that his shift will be updated on the platform in 5-6 days.

Additionally, I was responsible for asking for updates from trainers regarding their trainees, attendance and so on. Everyday when training started I asked the trainers for a list of trainees who were absent, list of trainees who still hadn't received their credentials and any other issues they might be facing. After collecting this information I had to report to either IT or recruiters to inform them about the absentees and other technical issues that the trainees were facing and bring forth prompt solutions.

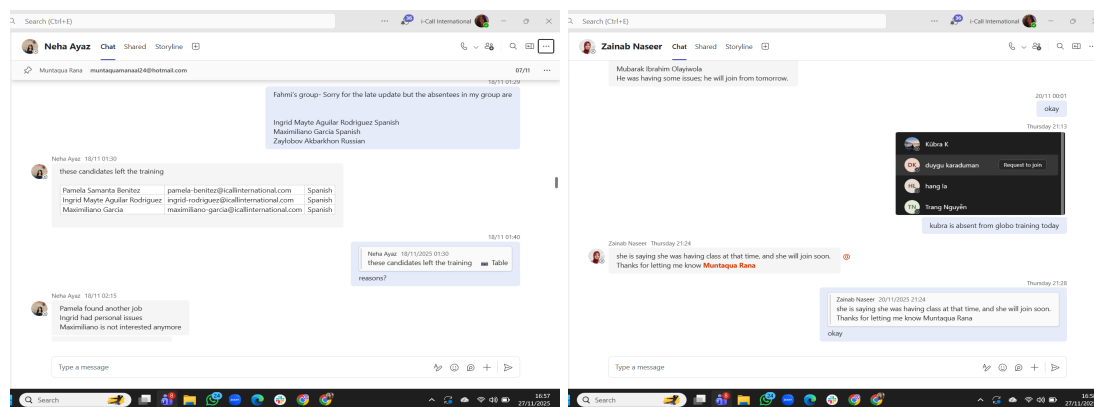
Learning Experience: My learning from this task was that time is of the essence when something unplanned happens and also for delivering tasks in a specific deadline. In all these situations, it required me to be extremely efficient in managing the situation keeping in mind the time constraints because it could cost someone their pay or leave a negative impact on their adherence to schedules, and it would cost the company a negative impression with the clients. I would like to have been more prompt in bringing them their solutions and answers, because sometimes during these tasks, it would often take quite a while to bring them their answers and provide them with solutions.

Task 2: Shadowing Globo and Equiti trainings

I was assigned the task of shadowing and monitoring ongoing training sessions for Equiti and Globo to make sure that the trainers and trainees are following the appropriate protocols and code of conduct at all times. Additionally, I had to inform HR about the trainees who were absent and ask them for the reasons for their absence. Once this was done, I was to inform my supervisor.

Daily reporting from trainers (from Globo and Equiti) and recruiters regarding absentees was also a part of my task. The trainers informed me who was absent and I conveyed the message to the recruiter to gather the reasons for absence or leaving training altogether.

Shadowing the training session also included being present in the meetings whether it was on zoom or on teams. During shadowing I was not expected to do anything other than observe the session, solve urgent issues if they arose and be present during the session.



Here, I am informing the recruiter about the candidates (for Equiti) who are absent and asking for the reason to report to my supervisor. This is specifically from Equiti.

Here, I am informing the recruiter about candidates (for Globo) who are absent and asking for the reason for their absence to report to my supervisor.

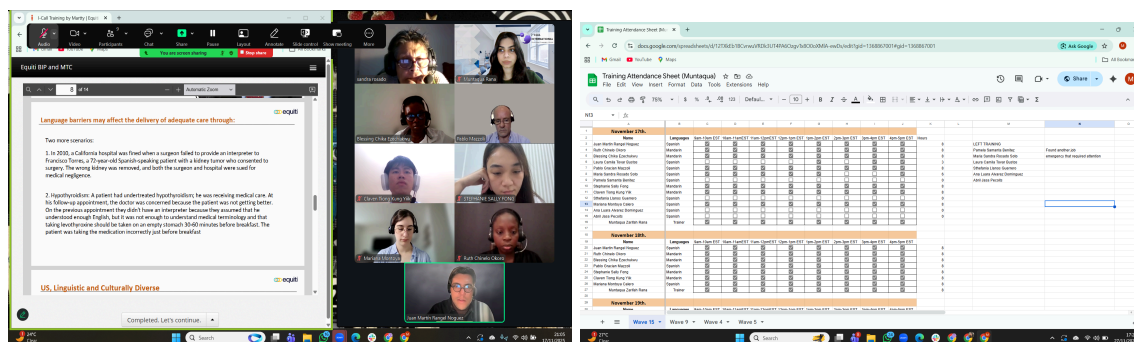
Learning Experience: My learning from this task was to be more vigilant when monitoring trainers and trainees. It was important that I provided constant feedback and updates because the clients always question why an interpreter's training adherence is low or why they left the training. This taught me to pay attention to details and be more

objective when monitoring. I wish to improve my consistency because on some days I did forget to report to the recruiters which did not cause any major issues but it did make me seem a bit inconsistent. In the future I plan on improving this area in my professional endeavors.

Task 3: Conducting trainings, if there is need for backup or overflow of interpreters

As the lead of the training department, whenever there is an influx of candidates for training, or if a trainer is on leave or unavailable; I am expected to provide backup by conducting training for those specific waves. Each group of training consisted of 13-15 interpreters, from 9am EST to 5pm EST (two weeks, monday to friday) a total of 80 hours of training. I got one hour breaks from 1pm EST to 2pm EST and then I had to resume training until 5pm EST. I conducted via zoom and the platform we use is called ‘Talent LMS’. It is crucial for trainers to keep track of hourly attendance for every trainee, use the LMS to keep track of the trainees’ progress and whether they are in fact making progress on the LMS, completing their assignments and passing their tests.

I trained the interpreters about call protocols, HIPAA guidelines, NCIHC standards of practice and code of ethics, modes and modalities of interpretation, note taking techniques, medical terminologies and familiarised them with the VOYCE platform.



The training wave of November 27th required me to be a backup trainer. The training was conducted via zoom. The material and content of the training are taught using the LMS. Each interpreter has access to their own LMS account to go through the content and complete assignments and tests as they progress.

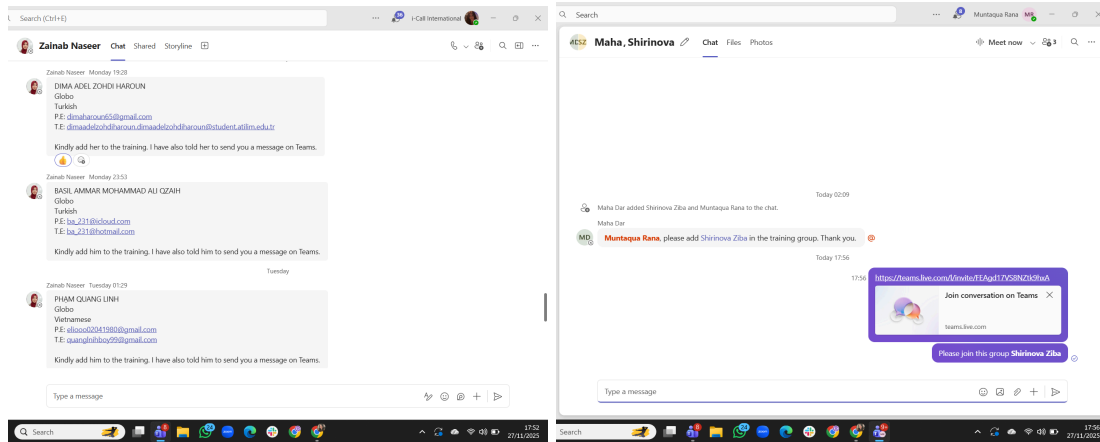
Above is an excel sheet which represents how I was required to keep track of trainees and their attendance. I took hourly attendance and at the end of the day I summed up their training hours. The sheet also consists of information regarding who left the training and the reason for it.

Learning Experience: I believe that conducting training and communicating with people from different parts of the world really helped me get over my fear of public speaking. It made me more confident when it comes to speaking in public and delivering presentations. I learned to be more articulate and clear when speaking. I learned cultural competence as everyone shares their own experiences and stories which taught me about many different cultures and practices. Another important aspect of training is patience, to teach one must be patient and conducting training taught me to be patient and respect others.

Task 4: Organizing and scheduling Globo training groups

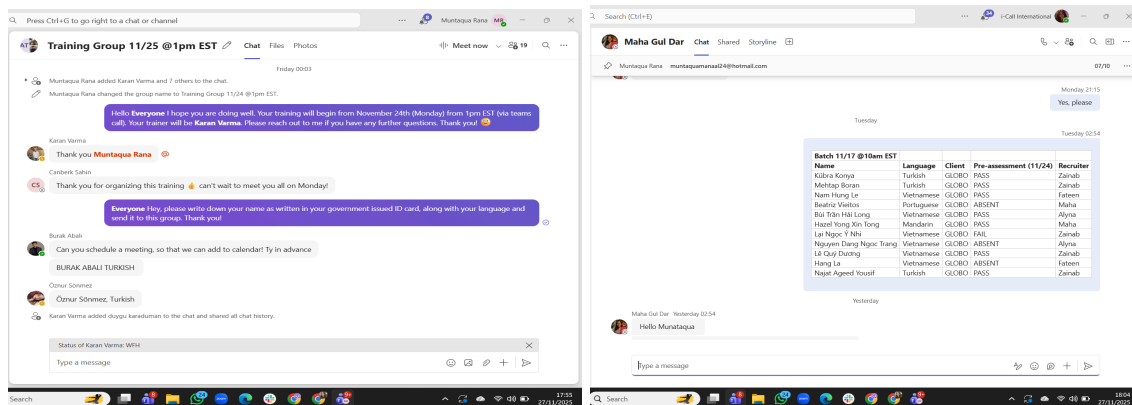
Globo training department management was a major aspect of my internship. The recruiters sent me training candidates and I was responsible for communicating with them, creating groups on MS Teams and assigning trainers based on their availability, deciding the timing of the training sessions as for Globo the training sessions are five days long and two hours everyday. The structure is significantly different from Equiti since no LMS is used and it is a more hands-on approach. I had the opportunity to conduct training for Globo as well and I coached the interpreters on call protocols, HIPAA guidelines and note-taking.

Additionally, pre-assessments are conducted for Globo training candidates and their result decides whether they move forward to take the final assessment with the client or not. I was responsible for conducting the pre-assessments or shadowing them and for sharing the results with the recruiters. Then, the recruiters request the test for the candidates who passed.



The recruiter sent me the name, language and Teams ID of the training candidates. Sometimes they asked the candidates to message me and sometimes I had to communicate with the candidates and assign them their training group.

Oftentimes, the recruiters made groups on teams with me and the new candidate and asked me to add them to their designated group for training. I was responsible for sending the invitation link to the training group.



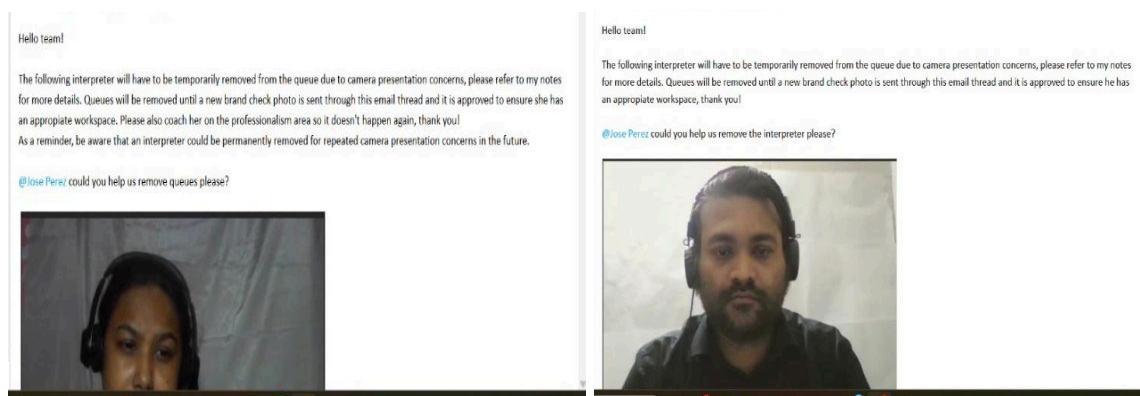
After I created the groups and added all the candidates, I sent a message which informed the trainees about the date, timing and who their assigned trainer was. I always encouraged all the candidates to reach out to me if they had any queries or concerns.

Once the training was completed, on the sixth day the trainees took their pre-assessments. They either passed, failed or were absent. The results were recorded and sent to all the recruiters who had sent candidates into training.

Learning Experience: Managing multiple candidates, training groups and assigning trainers enhanced my management skills. It taught me how to provide the required information in due time with efficiency and in an organised manner.

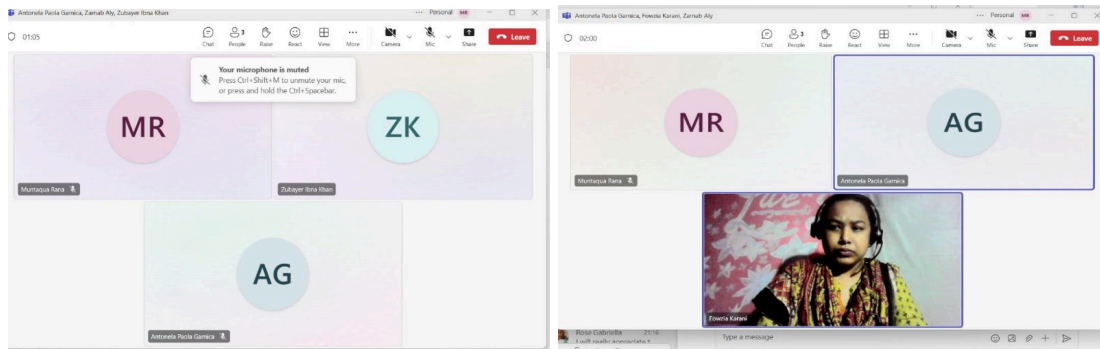
Task 5: Leading QA calls with interpreters

As the team lead, I was responsible for resolving QA (Quality Assurance) issues and concerns. This involved taking rapid actions to address issues or concerns raised by clients regarding any interpreter. I received emails from clients where they expressed concerns about a specific interpreter. It was crucial for me to get on a call with that interpreter without delay regarding the feedback received and sort out the issue that they had or give them a refresher on how to handle the situation for their future interactions. Once the call was complete and I had spoken to the interpreter, I responded to the client stating that we had spoken with the interpreter and they have agreed to refrain from making that same mistake again. After that, I used to send a request to the client to reactivate the interpreters' account and allow them back in the queue for receiving calls. Although I was the one leading QA calls, I always kept one person from the QA department to be present in the call.



This interpreter, Fowzia, was removed from the queue because of poor camera presentation and lack of professionalism. The client added notes on what was wrong and what they wanted improvement on. Upon receiving this email I scheduled a call with this interpreter and informed my supervisor.

This interpreter, Zubayer, was removed from the queue because of poor camera presentation. The client added the areas he required improvement on. I scheduled a call with this interpreter as well and notified my supervisor.



This is the conference call I had with Zubayer, Antonella and me, regarding his camera presence. I added Antonella on call because she is from the QA department and if she had any feedback or advice of her own for this interpreter she was free to let him know. I spoke to him about improving his background and using a company approved color background and improving his lighting since it was washing him out and looked very unprofessional. I asked him to fix this issue and send me a picture from the platform so I can get it approved by the client and reactivate his account. Clients are very demanding when it comes to professional camera presence, so it was crucial that we maintain an interpreter base who follows the guidelines.

This is the conference call I had with Fowzia, Antonella and me, regarding her camera presence and professionalism. Once again, I added Antonella since she is from the QA department and would be able to give helpful feedback and advice. I spoke to her about her background and camera presence, and asked her to send me a new picture from the platform using proper background so the client can approve it and reactivate her account so she can start working again. Additionally, Antonella and I both gave her some coaching on professionalism based on the notes provided by the client. It is extremely important to be professional when answering calls and interpreters often lose their credentials for the lack of professionalism.

Learning Experience: This task helped me gain insight into how one should communicate with people with respect, professionalism and acceptance even when the issue might be grave. I learned that it is important to hear both sides of one story to gain a better perspective and understand people better. Also, the words we use when speaking holds immense importance. During these calls I always made sure to first acknowledge the interpreters' hard work and dedication and then I eased into discussing the complaint in a polite manner. This taught me to be very considerate, patient and understanding when dealing with people and this will not only help me in my professional life but also in my personal life. I was acting as the mediator between the client and the interpreter in this task and it required prompt action along with a polite and patient approach.

Task 6: Communicating with the client through emails and meetings (MBR); Reporting to the team, solving urgent requests and managing the department.

As the team lead, communicating with the client was very important. Reporting to the team, solving any urgent requests from any department, and altogether managing the departments were my responsibility. I was in charge of sending emails to solve urgent matters and reply to emails sent by the client immediately. It was important to make sure that the client was not left waiting for too long for an update or reply so I had to do many tasks under pressure because of the time constraint. Urgent requests arose from many departments as per example, the QA department, trainers, interpreters, and so on.

Hello,

I hope this email finds you well. I am writing regarding Mohamed Tarek's VIP credentials. Mohamed hasn't received his credentials yet and the link he received is not working.

Below I have attached his email address:

tarek-amer@icallinternational.com

Please advise on how to proceed.

Regards,



Muntaqua Rana
Interpretation Trainer / Team Lead
i-Call International

☎ 1 (419) 419 4559

✉ muntaqua-rana@icallinternational.com

🌐 <https://www.icallinternational.com/>

Hello,

I hope this email finds you well. I am writing regarding the shifts of some interpreters. They are adhering to their correct shift, however, the platform is not showing the correct shift.

It would be very helpful and lower confusion among interpreters if the shift timing was updated correctly on their platforms.

Below I have attached the information of the interpreters along with their correct shift timing.

ID	Name	Language	Schedule
1125410	Chewid Ould Khahni Kone	French	09:00 - 17:00 (Mon to Fri)
1111787	Hanna Ali	Pashto	08:00-08:30 & 10:00-16:30 (Mon to Fri)
1105706	Rosa Tesfatsion Gebregzabher	Tigrinya	05:00-09:30 10:00-13:30 (Mon to Fri)
1105687	Safiya Nazreen Umar Farook	Tamil	04:00-09:00 09:30-12:30 (Mon to Fri)
1111787	Fabio Neves Da Silva	Portuguese	19:00 to 03:00 (Thur-Mon)

Please let us know if you need any further information.

Regards,



Muntaqua Rana
Interpretation Trainer / Team Lead
i-Call International

☎ 1 (419) 419 4559

✉ muntaqua-rana@icallinternational.com

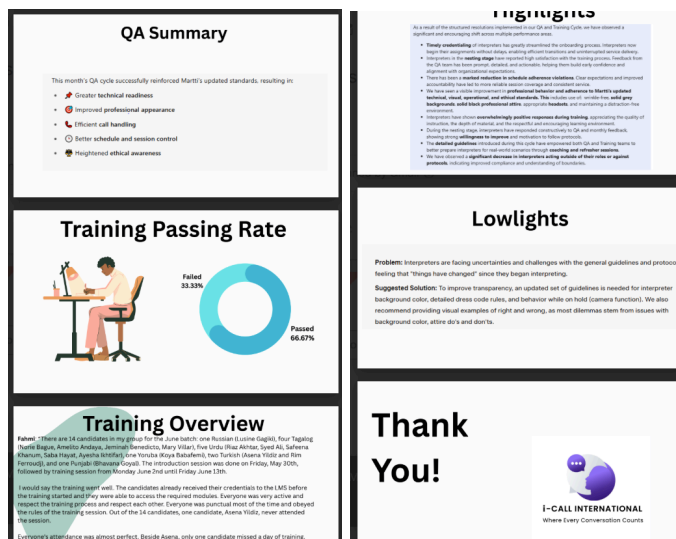
🌐 <https://www.icallinternational.com/>

This is an example of an email I sent during my internship to the client. An employee from the QA department had not received their credentials for the QA platform. The issue was reported to me and I immediately sent an email to the client regarding the issue.

This is another example of an email I sent to the client. It is an issue regarding some interpreters and their shifts. They were adhering to their correct and assigned shift however it was not reflecting on the VOYCE platform. I sent an email after gathering the names of the interpreters, their ID, their language, and their schedules. I requested the client to update the correct shift to avoid any confusions which could lead to further complications.

Along with communication via email, I was also responsible for creating and delivering monthly business reports. This consisted of collecting and organizing data in a communicable format to present to the clients. I was in close contact with IT and HR for collecting information such as headcount per language, attrition per language, growth capacity, adherence to assigned schedule, productivity, minutes serviced by interpreters,

QA review, training passing rate, training overview, highlights and lowlights of the month. I presented the information and answered any questions the client had during the meeting. Below I have attached the presentation I created and delivered.



I explained each slide with clear and concise reasoning, such as how many interpreters we had for every language pair, how much our growth capacity was, how much the adherence was of the interpreters; adherence is calculated using the number of assigned hours and availability of the interpreters. Also, the productivity of the interpreters which is calculated using their availability and minutes serviced and how it can vary based on the call flow and other factors. How many minutes were serviced, the QA overview (i.e. if QA sent any messages regarding areas for improvement, if the QA

department had received any complaints or positive feedback and so on). Then, I discussed the training overview, the passing rate and areas of improvement and future goals. To conclude the presentation I spoke on the highlights and lowlights of the month.

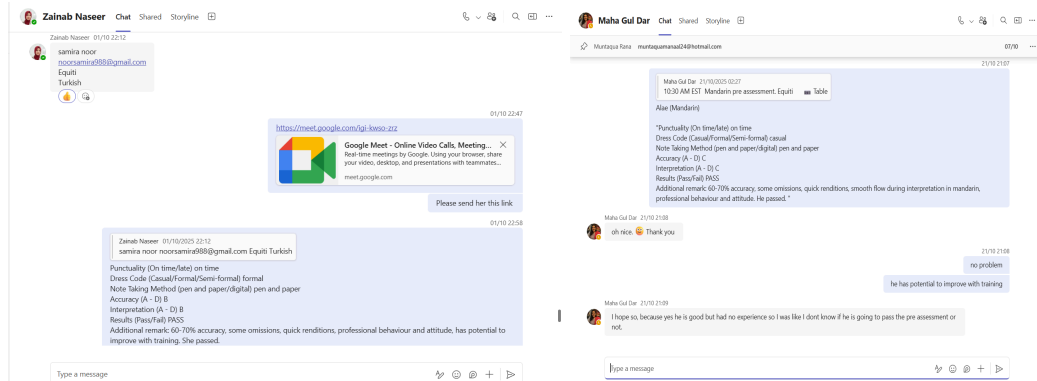
Learning Experience: I learned from this experience the importance of keeping a calm mind in emergency situations and to bring forth effective solutions by proper and professional communication. When communicating in urgent situations it is important to be clear, concise and quick. Additionally, I believe the monthly presentations and communication with clients has immensely improved my communication skills and has given my confidence a significant boost. I want to further enhance these skills and apply them in the future.

Task 7: Pre-assessment calls with Equiti candidates

Conducting pre-assessments with Equiti candidates was also one of my many tasks. Pre-assessments are the second part of the hiring process for interpreters, if they are selected during their interviews they are scheduled to take the pre-assessment. Here, the recruiters sent me candidates along with their scheduled time of pre-assessment, my role here was to either conduct the pre-assessment myself or if I had one already scheduled at that time then I was to pass it onto another trainer to conduct the pre-assessment.

I reached out to the candidate and called them for their pre-assessment at their scheduled time. Then, the process of pre-assessment started. I introduced myself, then confirmed their identity by asking them their name and language pair. I explained to them the instructions and recorded their scores during the pre-assessment.

The process of pre-assessment was that I read out three medical scenarios and the candidates had to repeat it back to me, first in english then again in their target language (i.e. arabic, russian, mandarin, spanish, bengali, and so on). After the assessment was complete, I sent the results to their respective recruiters.



Here, the recruiter has sent me the name, client, language and email address of the interpreter. I sent a google meet link for the interpreter via which I conducted their pre-assessment. Once the pre-assessment was completed I sent the recruiter the result. The interpreter had satisfactory accuracy of interpretation and portrayed professional behaviour and also had shown that she had the potential to improve further with training.

The recruiter sent me the name, client, language and email address of the interpreter. I conducted the pre-assessment and sent the results. Although his interpretation was below satisfactory he demonstrated good listening skills which helped me make the decision to let him pass this phase and receive training.

Learning experience: Conducting multiple pre-assessments helped me learn time management skills and the importance of punctuality. It was crucial to perform the assessments at the given time and send results within due time because it reflected upon my professionalism. Also, I had the opportunity to communicate with people from different countries and cultures and gained immense exposure to different languages, which was quite interesting for me.

Task 8: Creating a database of documents (pre-assessments, testing, etc.) for team use

Leading a team requires a great deal of organisational skills and management skills which I had to demonstrate on a daily basis. I had the responsibility of creating a database of documents for team use such as for pre-assessments, general attendance, training and so on. It required me to understand to a great extent the needs of the entire team such as the recruitment team and training team. I created multiple excel spreadsheets in an organised format that were used by many of my colleagues and department. I spoke to my supervisor about what was needed, what information needed to be recorded, for what purposes would the information be used, who was to have access to the information, and so on. I was also in charge of overlooking and managing these databases of documents and had to always make sure that everything was always up to date.

	A	B	C	D	E	F
171	1/10/2025	13:30	Freshia	Dari	Punctuality (On time/late) on time Dress Code (Casual/Formal/Semi-formal) formal Note Taking Method (pen and paper/digital) pen and paper Accuracy (A - D) B Interpretation (A - D) B Results (Pass/Fail) PASS Additional remark: 80-85% accuracy, some omissions, quick renditions, smooth flow during interpretation, has potential to improve with training. She passed.	
172	1/10/2025	12:45	Samira	Turkish	Punctuality (On time/late) on time Dress Code (Casual/Formal/Semi-formal) formal Note Taking Method (pen and paper/digital) pen and paper Accuracy (A - D) B Interpretation (A - D) B Results (Pass/Fail) PASS Additional remark: 60-70% accuracy, some omissions, quick renditions, professional behaviour and attitude, has potential to improve with training. She passed.	
173	1/10/2025	1:15	Ashreen Rowshini	Mandarin	Punctuality (On time/late) On time Dress Code (Casual/Formal/Semi-formal) Semi-formal Note Taking Method (pen and paper/digital) Digital Accuracy (A - D) B Interpretation (A - D) A Results (Pass/Fail) Pass Additional remark: She had a few omissions and misinterpretations, but I believe that, with training, this can be rectified and made better.	
174	1/10/2025	14:30	Anwa	German	Punctuality (On time/late) on time Dress Code (Casual/Formal/Semi-formal) formal Note Taking Method (pen and paper/digital) pen and paper Accuracy (A - D) A Results (Pass/Fail) unsure Additional remark: Accuracy in english was 90%, minimal omissions, however she struggled a lot when into German, it was not smooth and there was a lot of hesitation. English accuracy was good but not german	
175	2/10/2025	10:30	Snehl Raj	Korean	Punctuality (On time/late) on time Dress Code (Casual/Formal/Semi-formal) formal Note Taking Method (pen and paper/digital) pen and paper Accuracy (A - D) A Results (Pass/Fail) PASS Additional remark: 90% accuracy, quick renditions, minimal omissions, smooth flow during interpretation, professional behaviour and attitude. He passed.	

The pre-assessment sheet is shared with recruiters, trainers, and the QA department. Pre-assessments were mainly conducted by me but when there was an overflow, it was additionally conducted by other trainers and QA. I was responsible for the creation of the pre-assessment sheet which consisted of a record of all the candidates for whom we tested. This sheet included the date, the time, the name of the candidate, their language and their results. During the pre-assessment I used this spreadsheet to record all the feedback and then send it personally to their designated recruiters. This spreadsheet helped to keep the recruitment process more organised and it could be accessed anytime by the people who had access to this spreadsheet. It also helped keep track of all the candidates who passed and failed the initial process.

GLOBO training list					GLOBO training list				
File Edit View Insert Format Data Tools Extensions Help					File Edit View Insert Format Data Tools Extensions Help				
100% 123 Default... 10 B I					100% 123 Default... 10 B I				
Batch 9/3, 11am EST					Batch 11/17 @10am EST				
Name	Language	Client	Pre-assessment (9/9)		Name	Language	Client	Pre-assessment (11/24)	Recruiter
Ozgen Kayibaki	Turkish	GLOBO	PASS		Kubra Konya	Turkish	GLOBO	PASS	Zainab
Meike Can Naci	Turkish	GLOBO	PASS		Mehtap Boran	Turkish	GLOBO	PASS	Zainab
Mohamed El Achref BOUNATIRO	Turkish	GLOBO	PASS		Nam Hung Le	Vietnamese	GLOBO	PASS	Fateen
Mehmet Hanifi Altinsoy	Turkish	GLOBO	FAIL		Beatriz Veitos	Portuguese	GLOBO	ABSENT	Maha
Leonardo Luis Alonso Lopes	Cape Verdean Creole	GLOBO	PASS		Bui Tran Hai Long	Vietnamese	GLOBO	PASS	Alyna
Marlene Correia da Costa Almeida	Cape Verdean Creole	GLOBO	PASS		Hazel Yong Xin Tong	Mandarin	GLOBO	PASS	Maha
Batch 9/8, 9am EST					Batch 11/26 @1pm EST				
Name	Language	Client	Pre-assessment (9/15)		Name	Language	Client	Pre-assessment ()	Recruiter
Baris Su Karakelle	Turkish	GLOBO	PASS		Burak Abali	Turkish	GLOBO		Zainab
Emre Gençol	Turkish	GLOBO	PASS		Öznur Sonmez	Turkish	GLOBO		Zainab
Halel TAKUŞ	Turkish	GLOBO	PASS		Edraina Celestin	Haitian Creole	GLOBO		Maha
Ruken Esen	Turkish	GLOBO	PASS		Canberk Şahin	Turkish	GLOBO		Daniya
Zühal Eker	Turkish	GLOBO	PASS		Mert Kiraz	Turkish	GLOBO		Neha
Aseel Darras	Turkish	GLOBO	ABSENT		Amani Brahmi	Turkish	GLOBO		Zainab
Ömer Karataş	Turkish	GLOBO	ABSENT		JEAN GUERBY BRUNO	Haitian Creole	GLOBO		Maha
Rida İkizoglu	Turkish	GLOBO	ABSENT						
Mário Alderley Rocha Barros Gomes	Cape Verdean Creole	GLOBO	PASS						

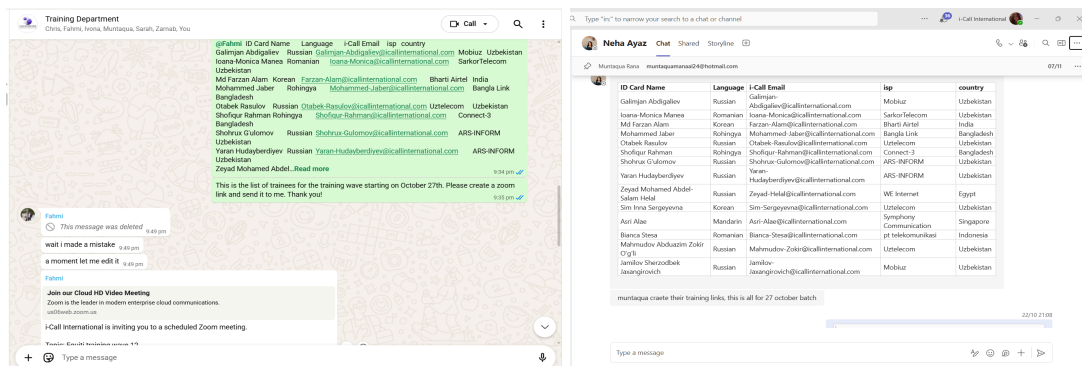
Above is a spreadsheet which was created by me and was used to keep a track of all GLOBO candidates. This includes the batch (date and month of first day of training), their names, language, client and the date of pre-assessments along with the results. In the first image above, I kept track of interpreters, their language, client and their pre-assessment date and result. It helped keep all this information in one space in an organised format and was available to those who needed it.

Here, the spreadsheet looks a bit different because I was asked by my supervisor to keep track of the recruiters of every candidate. That way it would be easier to report to them if we faced any issues with the candidates and if we were unable to reach out to them.

Learning experience: This task taught me to always keep information clear, concise and organised and constantly updated if need be. It helped me implement my monitoring and data collection skills. Initially, it was a bit difficult to format it in a way that would be easy to understand however, throughout my journey I learnt how to do these tasks.

Task 9: Communicating with recruiters regarding candidates, creating training groups and zoom links.

Recruiters communicated with me and sent me a list of trainees for each wave. I divided the trainees amongst the trainers and asked them to create zoom training links for that particular wave. Once they provided me with the zoom links, I gave it to the recruiters to send to the trainees along with other necessary information. It was important for me to keep in mind that training groups should be assigned and zoom training links should be delivered to the recruiters one week before the training begins, the deadlines were a must to be met.



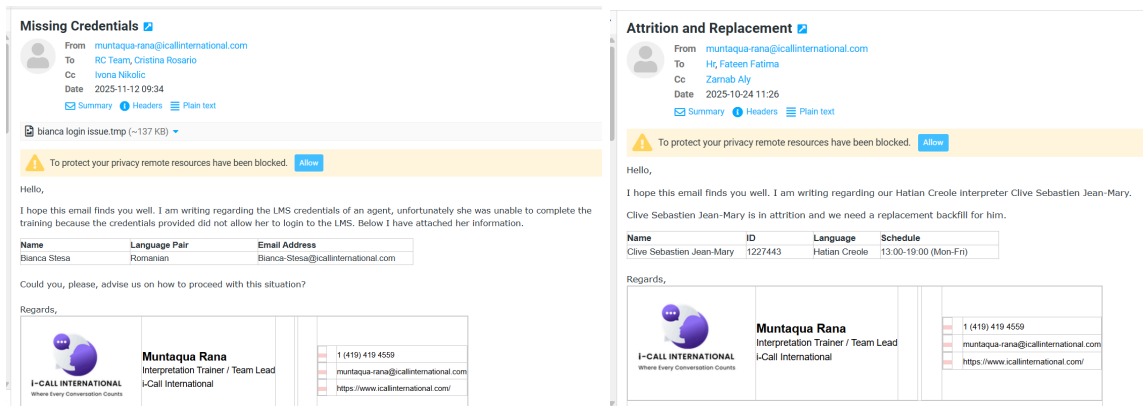
Above is a screenshot of conversation from the training department group. I have assigned a trainer for the candidates given to me and I am requesting for a zoom meeting link creation from the trainer.

Here, the recruiter has sent me a list of candidates for the new training wave and asked me for the zoom meeting link, along with the introductory session link.

Learning Experience: I learned that it was necessary for me to be more organized because I had to handle multiple training groups, trainers, trainees, and so on. Lack of organization can lead to major complications and miscommunications among different departments.

Task 10: Communicate with client, and HR regarding candidates, credentials, and LMS (after approval from my supervisor, Ivona Nikolic)

At times when important information needed to be conveyed and updated, I was responsible for making sure that everyone was in the loop and the concerned party was informed and updated in due time for the necessary actions to be taken.



This is an example of an email I sent to the client regarding issues with LMS credentials of a candidate. When it came to sending emails to clients I had to be very vigilant of the way it was written and communicated because it was important to be both professional and polite.

This is an example of an email I sent to HR regarding attritions. I was required to include the name, language, ID and schedule of the interpreter in attrition and request HR to fill the slot by recruiting other interpreters. These emails were very time sensitive because we have a short period of time to fill up these slots due to client demand.

Learning Experience: I learned from this experience the importance of responding to situations in a timely manner. Some tasks have very limited time so, it is crucial to keep in mind the time constraints and the deadline of the task to be delivered.

Internship Outcome

My internship at i-Call International provided me with a platform for professional and personal development. My role as Team Lead, Trainer and Training Department Lead enabled me to apply the knowledge I gained in my academic life in practical and professional environments while polishing my existing skills and acquiring new skills which are crucial for my career advancements.

- **Leadership Skills:** Working as a supervisor for certain teams and guiding trainees, I enhanced my ability to inspire, motivate and guide individuals towards achieving certain goals and effectively completing tasks. This experience immensely enriched my confidence in prompt decision making and conflict management.
- **Organizational Skills:** Managing training schedules, trainees, trainers, coordinating between departments and ensuring smooth flow of operations required effective planning and cautious prioritization. I developed the skill of delivering tasks systematically and meeting deadlines efficiently.
- **Management Skills:** As the Team Lead and Training Department Lead, I was learned to strategically monitor and oversee deliverables from the respective departments. This role strengthened my managerial skills and provided me with exposure to leadership practices.
- **Communication Skills:** As a trainer, it was vital for me to possess and improve my communication skills to valuably provide coaching while interacting with diverse groups of people, this helped me to enrich my verbal and non-verbal communication. I learned to alter my communication style to cater to different audiences while ensuring clarity and engagement.
- **Teamwork and Collaboration:** Working at i-Call International provided me the opportunity to work closely with colleagues across multiple departments. This taught me how to work in teams, be cooperative and adapt myself in different situations.
- **Problem-Solving and Critical Thinking:** Tending to different challenges that arose across different departments allowed me to develop analytical skills and create different approaches to overcome obstacles.

Worklog

Nov 17th - Nov 28th

- ☒ Conduct Equiti training since backup required
- ☒ Keep attendance of candidates (hourly)
- ☒ Take daily absentee updates from other trainers & inform TR.
- ☒ Send missing credential emails (if required)
- ☒ Divide groups & trainers and send links to recruiters

Nov 3rd - Nov 18th

- Conduct Pre-assessments for recruiters for Equiti
- Manage GLOBO trainers and training groups. Conduct pre-assessments for GLOBO.
- Take daily attendance from Equiti trainers.

(your back office partner) Date:

Oct 30th, 2015

GLOBO TRAINING

- ☒ Lidia Mariana - Spanish - Maha
- ☒ Sanwi - Portuguese - Maha
- ☒ Lara Gomes - Portuguese - Maha
- ☒ Paula - Spanish - Maha
- ☒ Guillermo - Spanish - Ayna
- ☒ Carlos - Spanish - Katherine

Act4you
your back office partner

Date: 28th Oct, 2015

28th OCT, 2015

- ☒ Alexo @ 10am EST - Ayna
- ☒ Karina @ 10:30am EST - Zainab
- ☒ Juan @ 1pm EST - Ayna
- ☒ Tan Sun @ 12pm EST - Neha

(your back office partner)

OCT 24th.

- ☒ Pre-assessment @ 12:00pm EST assigned to Chris
- ☒ Created wcom training links and send to Neha
- ☒ Introductory session on Friday @ 10am EST assigned Fahmi.

(your back office partner)

13th OCT, 2025

- ☒ Faten @ 12pm - Send google meet link.
- ☐ Alyna @ 1:30pm - Luis Sanchez - Spanish, if preass pass the request test. No need for training.
- ☒ GLOBO training @ 12pm
- ☐ Send follow-up email to client about resetting LMS progress for Jaynith & Jonathan

#200

GLOBO ATTENDANCE

Nusaiba	✓ Octavian
Arba Arba	✓ Eulixabeth
Wilson Chia	
Berra	
Caroline	
Edward	
Valentine	
Brune	
Muradi	

(your back office partner)

OCT 8th, 2025

- ☒ Alyna @ ^{11:30}~~12~~ - Monica - ^{Panamanian}~~Pohingya~~
- ☐ Alyna @ ^{2:00}~~12:30~~ - Jaber - Pohingya
- ☒ Alyna @ 1 - Shafiqah - Pohingya
- ☒ Faten @ 11:30 - Amgad - German

GLOBO training @ 12pm EST

- Go over protocols
- Share medical terminology list

(OCT 9th)

- Explain HIPAA tomorrow.

GLOBO training attendance.

Absent (Brune & Janeina)

- ☒ Zainab @ 2:30 - Zeyad - Russian

OCT 3rd, 2025

- ☒ Maha @ 11am - Otobek - Russian
- ☐ Provide information related to training for the MBR before EOD on 6th OCT.
- ☒ Attendance for introductory meeting.

OCT 2nd, 2025

- ☒ Zainab @ 10:30 - Sheli - Korean (PASS)
- ☐ Maha @ 11 - Otobek - Russian
- ☐ Fateen @ 11:30 - Sui - Hakha Chin
- ☒ Aiyha @ 12 - Mila - Russian (FAIL)
- ☒ Equist training zoom links created & sent to Fateen.
- ☒ Trainer appointed
- ☐ Bukola LMS credentials certificate
- ☐ Jaymish & Jonathan LMS reset.
- ☒ Zainab @ 11:45 - Zareef - Dari
NOTE: Take screenshot of agent to confirm identity (Fail)
- ☒ Zainab @ 1pm - Akar - Kurdish (PASS)
- ☒ Maha @ 1:30 - Arslan - Urdu

OCT 2nd, 2025

- ☒ Maha @ 11am - Pre-assessment (11am EST)
- ☒ Fateen @ 11:30 - Heekha Chin
- ☒ Aiyha - 1pm - Aisha (Jagalog)
- ☒ Aiyha - 2pm - Arina (Russian)
- ☒ Zainab - 12:45pm - Samira (Turkish)
- ☒ Nehe - 1:30pm - freshta - (Mandarin)
- ☒ Fateen - 2:30 - Arwa (German)
- ☒ Maha @ 11
- ☒ Fateen @ 11:30 - Sui / Heekha Chin
- ☒ Aiyha @ 12:00 - Mila / Russian
- On hold, wait for approval

2
PRE-ASSESSMENTS
Fateen - Mukesh @ 11am Mandarin
Alyna - Alyna @ 12pm Russian
Alisha @ 1pm Tagalog
Zainab - Chinky @ 11:45 Mandarin
Neha - Freshta @ 11:30 1:30 Mandarin
Zainab - Sam
Globo Pre-Assessment @ 10am
Also, explain Globo assessment
Bukola - Training certificate
Jonathan & Jaymish needs
progress reset.
Efe → PASS
Imam → PASS
Zainab - Samira - 12:45pm EST
Turkish

Self Assessment Form



F-ASSESSMENT FORM MSJ043

The purpose of this survey is to obtain students input on how they think they have performed.

Name of Intern: _Muntaqua Zarifah Rana_____

University ID: __221012046_____

Name of the
Institute/Organization:
Corporate Office
Address:

i-Call International

i-Call International
7901 4th ST, N, STE 11540
St. Petersburg, FL 33702
US

E info@icallinternational.com

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i
l
:

W [www.icallinternati](http://www.icallinternational.com)

e [onal.com](http://www.icallinternational.com)

b
:

1. During a typical week, approximately how many hours did you dedicate to your internship?

40 hours

2. Was your internship paid? If yes, how much?

1,20,000

3. Was your site supervisor available to meet when needed? Tick any one of the following. ☐ Not at all ☐ Slightly ☐ Moderately ☐ Quite a bit ☒ A great deal

4. Next, we would like to know how you were affected by your internship. Using the scale below, please indicate the degree to which participation in your internship experience increased or strengthened your abilities, attitudes, awareness or understanding in each of the areas identified:

1=Not at all 2=Slightly 3=Moderately 4=Quite a bit 5=A great deal

	CRITERIA (Personal)	R A T I N G
	I have a sense of satisfaction in doing something worthwhile.	5
	I believe in my ability to make a difference.	4
	I am open to new experiences.	5
	I have gained the capacity to be more productive.	5
	I can recognize my personal strengths.	5
	I can recognize my personal weaknesses.	5

	I have a sense of personal achievement.	4
	I have the ability to persevere in difficult tasks	4
	CRITERIA (Social/Interpersonal Impact)	
	I demonstrate concern for the welfare of others	5
	I can be understanding and appreciative of people with diverse backgrounds	5
	I have the ability to work cooperatively with others	5

12 I have the ability to communicate effectively 3 MSJ 043 (00) Pages 1 of 2

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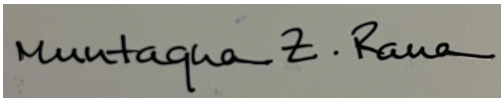
	I have increased my ability to be a leader	4
	I feel more connected to my community	4
	CRITERIA (Academic learning impact)	
	I have acquired knowledge from the job duties I performed	4
	I have broadened my critical thinking skills (reasoning, problem solving)	5
	I have learnt the ability to work independently	5

	I feel my classroom learning was enriched	4
	I have the ability to connect academic subject matter to the real world.	4
	CRITERIA (EMPLOYMENT/JOB SPECIFIC IMPACT)	
	I developed specialised technical skills for a specific job function	4
	I broadened my future employment possibilities	4
	I received an opportunity to explore a specific career	4
	I developed realistic ideas about the work world	4
	I narrowed my future possible career choices.	3

What is your average score from this test? 4.20

5. General Comments

Through my internship journey I have learned valuable and important capabilities about myself which I was not aware of. This internship always pushed me out of my comfort zone and required me to address urgent situations effectively which increased my ability to work under pressure. Additionally, I had the exposure to many people with different backgrounds and I learned how to work cooperatively with them. I learned to work effectively in a team and also independently which I believe can help me in my future careers. I look forward to implementing the skills I gained from my internship in my future endeavors.



Signature of Intern

MSJ 043 (00) Pages 2 of 2

Professional Competencies

During my internship at i-Call International, I acquired a wide range of professional competencies that expand beyond concluding tasks and reflect my general growth and development as a future professional. These competencies consist of leadership, organizational management, communication, planning, monitoring, adaptability and the ability to work in dynamic workplace environments.

- Leadership Skills
- Team Management
- Organizational and Planning Competence
- Communication and Presentation Competence
- Managerial and Strategic Competence
- Collaborative Competence
- Problem solving Competence
- Adaptability Competence
- Professionalism and Professional Development
- Decision Making Competence
- Critical Thinking Competence
- Training Competence
- Analytical Competence

These competencies demonstrate my readiness for professional roles across different workplace settings. This internship heightened my managerial and coaching abilities as well as enriched my professionalism, collaboration, adaptability, and fruitfully contributing to organizational success. The skill set I obtained from this internship will support me by serving as a strong foundation for career and lifelong advancements.

