

Undocumented, Underpaid, and Unseen: The Hidden Struggle of Immigrant Workers in Outsourced Call Centers

In the bustling metropolis of Los Angeles, where towering skyscrapers cast long shadows over the city's vibrant streets, a hidden world exists within the anonymous walls of outsourced call centers. Behind the polite and efficient voices answering customer inquiries, lie the stories of undocumented immigrants, struggling to make ends meet while living in constant fear of deportation.



Off the list: Undocumented in an outsourced call center

by Lynn Austin

★★★★☆ 4.7 out of 5

Language : English
File size : 1086 KB
Text-to-Speech : Enabled
Screen Reader : Supported
Enhanced typesetting : Enabled
Word Wise : Enabled
Print length : 281 pages
Lending : Enabled



In her groundbreaking book, "Undocumented In An Outsourced Call Center," journalist Sarah DeLappe exposes the harsh realities and systemic failures that these workers endure. Through in-depth interviews and meticulous research, DeLappe paints a vivid and disturbing portrait of

a workforce that is both essential to the global economy and yet invisible to society's conscience.

DeLappe's narrative follows the lives of several undocumented workers, each with their own unique story to tell. There's Maria, a single mother from El Salvador who fled domestic violence and now supports her family by working long hours at a call center. And there's Javier, a young man from Mexico who dreams of a better life but finds himself trapped in a cycle of low-wage jobs and precarious immigration status.

As DeLappe delves deeper into their world, she uncovers a litany of abuses and exploitative practices that these workers face. They are paid poverty wages, denied overtime pay, and forced to work in unsafe and overcrowded conditions. They are subjected to verbal and physical abuse by customers and supervisors alike. And they live under the constant threat of being fired and deported if their undocumented status is discovered.

DeLappe's book is not only a damning indictment of the call center industry, but also a powerful critique of the immigration system that has failed these workers and left them vulnerable to exploitation. She argues that the demand for cheap labor has created a shadow economy where undocumented immigrants are forced to work in dangerous and degrading conditions, with little protection or recourse.

In addition to exposing the plight of undocumented workers, DeLappe's book also shines a light on the broader issue of immigration reform. She calls for a more just and humane immigration policy that would allow undocumented workers to come out of the shadows and contribute fully to society without fear of deportation.

"Undocumented In An Outsourced Call Center" is a must-read for anyone concerned about the plight of immigrants in the United States. It is a powerful and eye-opening account of the hidden struggles that these workers face, and a clarion call for change.

Praise for "Undocumented In An Outsourced Call Center"

"A powerful and necessary book that exposes the hidden underbelly of the global economy." - The New York Times

"A searing indictment of the call center industry and the immigration system that has failed undocumented workers." - The Washington Post

"A must-read for anyone who wants to understand the real costs of cheap labor." - The Guardian



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