Name: Charlie McClung Title: Software Engineer

Department: Engineering Date Hired: 4/15/2013

Supervisor: Ken O’Brien For Period: 4/13 to 4/14

Key Strengths

* Very open minded to other’s ideas and opinions
* Flexible and knowledgeable over many clients/properties to help with a wide variety of problems
* Quick learner, able to jump on projects on a moments notice and figure it out
* Constant communication, making sure that everyone is on the same page
* Creative, and able to think “outside the box”

Opportunity Areas

* Test driven development. Bad habit of “letting the code flow”, not designing and building tests first
* Ask too many questions. Should research more on my own before I ask co-workers silly questions
* Organization. Code, file structure(s) (laptop & devserver), documentation ... Could be better

Achievements

* The JiraTicketGenerator. This was my first solo project and it was so cool to work on! I enjoyed learning about multiple systems and building this to integrate them. Update to PHP curl library killed the Exchange connection piece though ☹
* Chili’s Million. It was kind of scary, but James K and I (along with pretty much everyone else) powered through a few straight weeks to get it working and deployed on time. It was a great learning experience for everyone, but especially me since I was still fairly new and was able to see first-hand what it was like to work with this awesome team under extreme pressure.
* Exact Target. Although I’m no Rob, I have learned (with Rob’s help) most of the in’s and out’s of Exact Target. I was able to jump on urgent emails when Rob was unavailable, and setup many emails for coupons, or offers for Chili’s and all Tracfone properties.
* IMM Analytics. My first contribution to IMM Analytics was to upgrade the system that Patrick had made. It was a fairly simple upgrade to track the information in a database instead of a flat file. This allowed Alex (and the analytics team) to add information without going through Patrick. Now I’m working on the super upgrade to that, to encompass all tracking and analytics with one central system … It’s going pretty well ☺

Goals

* Finish the super-upgrade to IMM Analytics and deploy the first version to App server and ORD. This should be in QA within the week, and should be able to be deployed in early April.
* Template all “copy-and-paste” sites, such as the data.\* (NT, ST, TF) sites, tracfonewireless.com (and a few copies), OTB sites. These are the major ones, and they have been copied and pasted and slightly altered so much, that it is a hassle to update. There will most likely be regular updates to these sites, and it would be a huge benefit to have them structured as templates where we could just “plug-and-play”. This is also lower priority seeing as how they already work the way they are, but with the help of a few other developers, we can get this done before August 2014.
* Organize and standardize a central location for JavaScript libraries (in /lib/js probably). I have already started to build libraries there, and move some common ones, but this isn’t something that we use regularly. This is a lower priority, but I believe it can be done and all high-priority properties updated before 2015.
* Global Error & Exception handling. I started this a couple months ago, but it has been shelved because it’s lower priority. I think this could help significantly with our larger projects, and should be completed before 2015.

IMM Core Values

**Team Approach** *- Works well with others, respectful of others, high degree of professionalism, contributes to team efforts, adapts well to changing circumstances, effectively collaborates with others.*

Outstanding  Exceeds Requirements  Meets Requirements  Needs Improvement  Unsatisfactory

**Comments**:

I feel that I work extremely well with others, and am able to do it respectfully and professionally. Response #5 from the Teamwork section of my 360’s “Charlie is an excellent team player. He has good ideas that he shares with other and is very open to the ideas of others.”

**Communication** *- Internal, among team members and clients (if appropriate), with supervisors, within and across departments, external vendors.*

Outstanding  Exceeds Requirements  Meets Requirements  Needs Improvement  Unsatisfactory

**Comments**:

I do not have a relationship with clients (directly), but I imagine myself as a super communicator! I like to make sure everyone is on the same page, and I know exactly what direction a project is going.

**Work Values** *- Responsiveness, takes on responsibility/accountability, problem solving, thought leadership/initiative, organization/efficiency, delegates and manages-up effectively.*

Outstanding  Exceeds Requirements  Meets Requirements  Needs Improvement  Unsatisfactory

**Comments**:

I enjoy the diversity of work that is available to work on, and I am able to determine which project(s) to work on based on apparent priority. Response #5 & 6 from Project/Time Management section of 360’s:

5) “Charlie has become good at managing multiple project across different clients all at the same time. He doesn't hesitate to jump between projects when something becomes a fire.”

6) “Charlie is able to prioritize his workload well and is on time and meets deadlines. He is respectful of other's time and will wait until they are available for assistance or to ask questions.”

**Commitment to IMM Core Values** *- Acceptance of and adaptability to our culture, adherence to core values.*

Outstanding  Exceeds Requirements  Meets Requirements  Needs Improvement  Unsatisfactory

**Comments**:

I definitely fit well here at IMM. I love the culture and the people, and look forward to coming to work everyday. I think people like working with me as much as I enjoy working with them. Response #1 from Other section of 360’s: “Charlie is an absolute pleasure to work with and a very outwardly positive person. Getting to work with him is always a highlight of a day or week.”

**Focus** *- Understanding of role within IMM, understanding of client needs and marketplace, understanding of IMM’s process.*

Outstanding  Exceeds Requirements  Meets Requirements  Needs Improvement  Unsatisfactory

**Comments**:

I am still fairly new, not only to IMM, but also to the industry as a whole. I understand my position in the company and the IMM’s process, but only generally. I have never had an interest for business so a lot of my client needs and marketplace knowledge is lacking.

**Problem Solving** *- Creative thinking, collaboration, leadership, team organizational skills.*

Outstanding  Exceeds Requirements  Meets Requirements  Needs Improvement  Unsatisfactory

**Comments**:

I have always been good at thinking “outside the box” and collaborating with others. IMM is no exception, I feel comfortable working with everyone here, and enjoy exchanging ideas. Response #2 from Other section of 360’s: “Charlie is open minded on ways to approach a task. He listens and discusses the best approach to accomplish the task even if his idea might not be the best approach. He is great to work with and brings fresh ideas to the table.”

**Quality Assurance –** *Quality of work product,**attention to detail, accuracy, work meets desired goals.*

Outstanding  Exceeds Requirements  Meets Requirements  Needs Improvement  Unsatisfactory

**Comments**:

I always want to get things done the right way. I am able to ask for clarification if something isn’t obvious in the ticket, and I ultimately care about the final product not only looking good, but also functioning well. Response #3 from Quality Control section of 360’s: “His front-end code has always been good and he has used our QA process to cycle back and add quality to his code often. He cares about whether his code does what it says it will and tries to extend and enhance things to do things optimally and beyond what's needed.”

**Knowledge –** *Has appropriate level of knowledge to perform daily tasks, seeks out opportunities to expand knowledge base, asks for help and training when needed.*

Outstanding  Exceeds Requirements  Meets Requirements  Needs Improvement  Unsatisfactory

**Comments**:

I have a solid base knowledge of almost everything involved in the engineering department here at IMM. I am more than capable to perform and help others with daily tasks. I look to expand my knowledge constantly, and ask peers for help/training consistently (maybe too frequently, I should be better about researching on my own first before asking for help).

**Time Management -** *Productivity, ability to handle large volume of work without losing effectiveness or accuracy, delegates as appropriate, meets deadlines.*

Outstanding  Exceeds Requirements  Meets Requirements  Needs Improvement  Unsatisfactory

**Comments**:

There have been a couple instances since I started here that I was “overloaded” with work, but I was able to handle it professionally and successfully deliver the final product. Response #1 from Project/Time Management section of 360’s: “Charlie does a great job of delivering what he has promised when it is needed. From day one he has taken on tasks under tight timelines and produced the deliverables needed.”

Job Specific Values and Responsibilities

**JIRA Organization –** *Keeps Jira ticket stakeholders informed regarding progress or changes to timeline and updated status appropriately.*

Outstanding  Exceeds Requirements  Meets Requirements  Needs Improvement  Unsatisfactory

**Comments**:

I am focused on ensuring that the necessary people are listed as watchers (to stay updated) and the ticket documents all changes and updates within the entire project process.

**End User Experience –** *End user experience meets expectations set forth in Jira ticket.*

Outstanding  Exceeds Requirements  Meets Requirements  Needs Improvement  Unsatisfactory

**Comments**:

As long as the ticket sets clear and achievable goals, I am able to meet expectations almost entirely. I am good at clarifying details if they are not clear in the ticket (and updating the ticket if necessary). Response #2 from Quality Control section of 360’s: “Charlie seems to want to make sure that the user has the best experience possible.”

**Requirement Gathering and Management –** *Translates the business ask in technical execution*

Outstanding  Exceeds Requirements  Meets Requirements  Needs Improvement  Unsatisfactory

**Comments**:

As mentioned above, I am good at confirming everything asked in a ticket and making sure it is complete and logical before I dive into the work. Many times I receive a ticket that is missing information (either part of the ask, data/information, or creative) and am able to reject it and send it back to CM for clarification. I will not begin work on a ticket until I have clarified the “business ask” behind it.

**Project Management and Communication –** *Manages the business stakeholder’s analytics and timelines*

Outstanding  Exceeds Requirements  Meets Requirements  Needs Improvement  Unsatisfactory

**Comments**:

I communicate regularly with CM’s about on going projects to ensure that things are worked on and delivered in a timely fashion and on time to what was agreed upon with the client. I also aid in statistical analysis of incoming data, or unknown errors for many of our projects. Working with James S. and Patrick, we have been able to parse logs, and traverse databases to solve some fairly simple but important needs from either our CM’s or directly from a client.

Employee’s signature Date