**Performance Assessment**

Name: Andrew Urteaga

Title: Provider Relations Associate Analyst

Hire Date: 02/20/2018

Manager: Matt Stuczynski

**1) Manager Assessment**

The work we do, and the results we attain, create a valuable feedback loop—if we reflect on that experience. Think about this individual’s work at Brighter through Q4 2018.

a--What were the key accomplishments? (How did this person’s work most help your team and the company move forward?)

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| * One of Andrew’s main accomplishments in 2018 was creating a new standard for setting evaluations. Before Andrew, the team was expected to complete 25-50 successful setting evals each month. After Andrew was fully up to speed on setting evals, he set the standard by routinely doing 150+ setting evals each month. His efficiency in each setting eval helped management realize the best way to accomplish a setting eval and how many the team is capable of each month. The number of setting evals he was able to accomplish trickled down across the whole appointment lifecycle. * Andrew got off to a quick start by winning the PRP 2 months into his tenure with the team. He quickly picked up the skills and info necessary to succeed and ran with it. Overall, he won 3 PRPs in 2018 which is tied for the most. His efforts to quickly get up to speed and set the standard for productivity greatly impacted the success of the PAL team in 2018. * Andrew is always counted on as a consistent performer, as evidenced by the number of times he is able to achieve the weekly incentive. He always makes sure the expectation on performance is set and that he is matching or exceeding that expectation. |

b—Where did you see growth or learning by this individual?

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| * Andrew has continuously sought more information on how to complete setting evals in a timely and efficient manner. This helped him to achieve so many setting evals in 2018 and demonstrate to the team how he could combine his learnings with established workflow to streamline the whole process. This is evidenced by his performance on the 60 day report, which showed that Andrew’s setting evals led to more accurate appointment times for practices. * Andrew also is quick to speak up and ask questions when clarification is needed. I could always count on him to make sure the expectations were set and communicated. He also would make sure new situations were clearly communicated to the team and ask any questions that may not have been clarified. This was essential for the team’s success as we had many new, ad hoc situations arise that warranted further explanation/ questions. |

c--What are the areas in which you believe this individual has the most room to improve in order to have a greater positive impact?

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| * One area of improvement that Andrew can make in 2019 is to work on his consistency. While Andrew was great at meeting expectations each month, he fluctuated a lot between being a top performer and the lower end of the team. He has a lot of potential to always be a top performer and should strive to always reach that mark. As Andrew continues to work towards a career in engineering, this sort of consistency will greatly aid him in achieving that goal while continuing to push his career path forward. * Andrew did a great job of improving on this over the year, however, he still has some room to grow in making sure he is connected on all communication channels. A lot of our team communication is done verbally, however, we have so many channels through which we communicate and Andrew should make sure he is plugged in to them all, e.g. Outlook, Gmail, chat, etc. Especially as he continues to pursue a career in engineering, this will greatly aid him as much of their communication is done via email + chat. |

**2) Employee Comments**

Employee comments on manager assessment:

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| I was very satisfied to see my accomplishments had made an impact on the team. The managers of my team have always been very positive and aware of all the hard work that I have put in over the years. I am more than content being under the supervision of Tyler, Carly, and Matt. 10/10 would like to be reviewed again by this group. |