**PROMOTION, JOB TRANSFER AND MARKET SALARY ADJUSTMENT REQUEST FORM**

At USAC, we recognize that our employees are the key to our success, and attracting, developing and rewarding top-caliber talent is critical to achieving USAC’s strategic goals and objectives. We value internal fairness, external competitiveness, and strongly encourage variable pay for those who achieve outstanding results.

Management level employees seeking to advance an employee from within our company or to adjust employee’s base pay due to exceptional circumstances may request an employee’s promotion or salary adjustment. Both base pay change requests are subject to procedures outlined in the Compensation Policy, Procedure and Manager Compensation Guide.

Promotion or job transfer increases above 10% require approvals from the Compensation team and the CHRO. Increases above 20% require an additional approval from the CFO. Market adjustment increases above 5% require approvals from the Compensation and Benefits team, the CHRO and the CFO.

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| **REQUIRED INFORMATION** | |
| **Manager’s Name:** Shameer Ahmed | **Employee’s Date of Hire**: 8/22/2022 |
| **Employee’s Name**: Marvin Faktes | **Employee’s Division:** Lifeline |
| **Employee’s Current Title:** Program Analyst | **Employee’s Current Annual Salary:** 68,540.94 |
| **Reason for Salary Increase:**  Promotion  Market Salary Adjustment  Job Transfer | |
| **Most Recent Annual or Mid-Year Performance Evaluation Score:** Exceeds Expectations | |
| **Employee Meets All Minimum Requirements:**  Yes  No | |
| **Employee’s New Position Title (if applicable):** Senior Program Analyst | |
| **New Position Salary Range (if applicable):** 80,000 – 134,830 | |
| **Employee’s New Annual Salary :** 82,000.10 | **Employee’s New Bi-Weekly Salary:** 3,153.85 |
| **Salary Increase Percentage: 25.11%** | **Proposed Salary Increase Date\*: 5**/26/2025 |
| **Description of performance justifying the base pay change request (**Please write a detailed explanation and include any supporting documentation such as samples of performance, accomplishments, increase in responsibilities, unique skills or experience)  Marvin is a driven, solutions-oriented professional who has consistently demonstrated advanced proficiency in his current Program Analyst role and is now showing clear indicators of developing proficiency at the Senior Program Analyst level. His recent completion of a master’s degree in May, while continuing to deliver high-quality work products, reflects his commitment to professional development and long-term leadership growth.  Marvin’s ability to independently lead projects, communicate effectively with stakeholders, and resolve operational challenges positions him among the top performers in our Program Integrity team. Since assuming greater responsibility, he has delivered results that reflect increasing ownership, initiative, and strategic thinking:   * **Operational Leadership and Stakeholder Engagement:** Marvin proposed and implemented a two-week dispute window for providers during Bi-Weekly De-enrollments. This operational enhancement, developed and executed independently, resulted in a significant reduction in complaints and strengthened provider trust. His ability to design and implement stakeholder-facing improvements aligns with expectations for both advanced-level Program Analysts and developing Senior Program Analysts. * **Disaster Response Expertise**: He created a custom query to identify SACs affected by Hurricane Helene, allowing for accurate application of waiver criteria. This effort required complex data analysis and cross-functional coordination, reflecting his readiness to lead data-driven operational decisions. * **Analytical Rigor and Process Ownership:** Marvin led the Duplicate Subscriber Ad Hoc analysis, from designing the sampling methodology to validating the data. His ability to synthesize complex datasets and create actionable insights reflects both his mastery of analytical tools and his growing capacity to support higher-level performance metrics. * **Training and Team Enablement**: Marvin independently led a training session for Associate Program Analysts on Bi-Weekly De-enrollments and Non-Usage Warnings, institutionalizing best practices and ensuring process continuity. This initiative showcases his ability to lead by example and support junior team members, which is a hallmark of developing senior-level proficiency. * **Project Execution and Quality Control:** He successfully assumed ownership of the Non-Usage Warning and DADER processes, ensuring a seamless transition. Marvin also improved complaint resolution by managing the crosswalk between provider complaint data and transaction records, enhancing traceability and accelerating resolution timelines. * **Responsiveness and Cross-Team Collaboration:** Throughout his work, Marvin has consistently maintained a 24-hour service-level agreement (SLA) for provider inquiries, demonstrating both accountability and professionalism in external communications.   Marvin’s accomplishments demonstrate advanced proficiency in data analysis, stakeholder communication, process leadership, and cross-functional collaboration. Moreover, his ability to independently execute projects, mentor junior staff, and propose forward-looking solutions signals early-stage readiness for a Senior Program Analyst role.  Given his consistent impact, increasing leadership capacity, and demonstrated commitment to the mission, Marvin is well-positioned for promotion. His trajectory reflects not only excellence in his current role but also the initiative and capability required to continue growing into a senior-level contributor. | |

*\*Effective dates for base pay changes will be on the start date of the pay period in which the salary increase action was approved by the Divisional VP in the HRIS system.*

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| **REQUIRED DIVISIONAL APPROVAL** | **DATE** |
| **Manager’s Signature**: Shameer Ahmed | 5/15/2025 |
| **Director’s Signature**: |  |
| **Vice President’s Signature**: |  |

*Once this form is complete and all required divisional signatures have been collected, return this form to your divisional HRBP.*

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| **ADDITIONAL REVIEW AND/OR APPROVAL** | **DATE** |
| **Divisional HRBP Signature:** |  |
| **Compensation Team Signature:** |  |
| **CHRO’s Signature:** |  |
| **CFO’s Signature:** |  |