

Robles Lopez, Eliseo Eduardo

Software Developer I

Manager: Denise Hopkins

Evaluated By: Denise Hopkins

2021 Annual Performance Review

Organization: SPS Technology - Home (Denise Hopkins)

Location: DFW2 - DALLAS TX CAMPUS - BUILDING 2

01/01/2021 - 12/31/2021

Performance Summary

Manager Overall Evaluation

Rating: Far Exceeded Expectations

Comment: Eliseo had an incredible first 6 months. He fully immersed himself into all things Schwab and has shined brightly in his first 6 month with Schwab.

Employee Overall Evaluation

Comment: These have been a strong 6 months for me at Schwab, having the opportunity to work with Jason and Derek, who are fountains of knowledge and retaining and writing down information they have has been an incredible experience and something that will benefit the Org, as we aim to diminish the dependency of a few people to provide knowledge on some of our applications. My involvement with Non Traditional Marketing and R&D has also been significant, and I am glad to provide value to Schwab's future and be involved in various high profile projects from the start in multiple areas of Schwab.

For the upcoming year I would like to finish my onboarding platform for the NERD program and work on sharing it for all of Schwab - as I feel it would benefit the company as a whole, as well as taking leadership courses or the management course that is offered at Schwab.

Acknowledgement

Employee

Entered by: Eliseo Robles **Date:** 02/23/2022

Status: Acknowledge Review

Comment:

Objectives

Decrease in total count of "missed" (MTTR2/MTTF) by 30%.

Q1: Med 3 Critical/High

Q2: Med 2 Critical/High

Q3: Med 2 Critical/High

Q4: Med 1 Critical/High

Reduce Mean Time To Resolve all SPS and CS Incident Tickets by:

- Improved time to identify production issues with improved monitoring and alerting
- Improved time to engage support teams needed to get to resolution
- Adherence to xMatters support group setup and escalation guidelines
- Closing out Incident tickets in timely fashion

Working with dev teams to ensure proper logging and alerting in place prior to production go-live

Due Date: 12/31/2021

Status: Completed

Completion Date: 12/31/2021

Category: Business Objective

Developer better practices as a developer and familiarize myself with Schwab's preferred Tech Stack

1. Learn independently or from Senior Software Developers and begin incorporating best practices into assigned development stories.
2. As knowledge is gained about applications and technology work within own knowledge and capabilities to complete assigned work.
3. Demonstrated knowledge of Java and Spring/Spring Boot

Due Date: 12/01/2021 **Status:** In Progress **Completion Date:**

Category: Career Development Objective

- **Exposure to Next Gen**

- Review next Gen Documentation in order to become more familiar with next gen
- Attend Next Gen Strategy discussion lead by Jeff

Due Date: 12/31/2021 **Status:** In Progress **Completion Date:**

Category: Career Development Objective

Improved Code Quality in Production

By participating in Risk Assessments, Prod Support Handover Documentation reviews, and Production Readiness discussions, help CBST deliver better solutions into production.

Goals:

<= 4% escaped defects

Reduction in failed deployments

Due Date: 12/31/2021 **Status:** Completed **Completion Date:** 12/14/2021

Category: Business Objective

- **Independently Complete a Dev Story**

Complete a dev story without the aid of any other developers

Due Date: 12/31/2021 **Status:** Completed **Completion Date:** 07/30/2021

Category: Career Development Objective

Resolve security findings (Pen tests & vulnerability scans)

Remediation of CBST security findings by participating in all efforts around Java credential encryption (including testing,

release planning, etc.), efforts to resolve TLS and other vulnerabilities.

1. Self-identified credential storage finding
2. Any requirements mandated from Emerging Threat Team or CTS

Due Date: 12/31/2021 **Status:** Not Applicable **Completion Date:**

Category: Business Objective

- **Setting up sessions with senior developers**

Reach out to Senior developers and build professional relationships as well as learning applications they support, in order to prevent a tower of knowledge being an issue.

Due Date: 12/31/2021 **Status:** Completed **Completion Date:** 07/31/2021

Category: Career Development Objective, Business Objective

Successfully Migrate 2012 SQL to 2019 SQL

Migrate 2012 SQL to 2019 SQL along with all jobs

Due Date: 12/31/2021 **Status:** Completed **Completion Date:** 12/14/2021

Category: Business Objective

- **Understand Applications Team vintage supports**

Review tools and applications team vintage provides development work for

Due Date: 12/31/2021 **Status:** Completed **Completion Date:** 12/01/2021

Category: Business Objective

- **Understand how I impact application security**

Understand how my actions can affect Schwab as a company when it comes to the development side of things.

Due Date: 12/31/2021 **Status:** In Progress **Completion Date:**

Category: Business Objective

- **Versa Code Familiarity**

Understand how to do a Vera-code plan and mitigation plan, particularly for ESP

Due Date: 12/31/2021 **Status:** Completed **Completion Date:** 11/30/2021

Category: Career Development Objective

List key results the employee achieved.

- Describe the results the employee did or did not achieve against their objectives.
- Include specific examples for each objective.
- Focus on the outcomes of the employee's performance, rather than the activities completed.

Manager Evaluation

Response: Since joining the team as a FTE, Eliseo has demonstrated expertise and knowledge to solve problems in two areas where the department had struggled with building knowledge. Eliseo took on learning our Settlement app which was a new programming language for him. He learned it so well that he was able to support it independently while the SME was out on vacation. Additionally, he built relationships with business users and established himself as a trusted technical resource. Eliseo also has established himself as a trusted .NET developer with our Senior .NET Developer and Tech Lead. He took on our SSIS .NET Batch project to unblock our SQL Server Migration initiative. This work required him to learn SSIS from scratch, build out non-prod and production environments while working with external technical groups, and resolve any issues along the way. Eliseo demonstrated unyielding curiosity, good judgement, technical know-how, the ability to interact with senior personnel internally and externally. Eliseo navigated all of that with general instruction.

Employee Evaluation

Response:

- SQL Migration - Independently migrated the bulk of all our projects and jobs for a 2012 SQL environment, using this rare opportunity to play a Dev Ops role within our org and getting the chance to see the life cycle of work from development to production. Used the chance to talk and learn from Great Developers within our org with over 40 years experience at Schwab.
- NERD Mentor - Mentored over 10 people in the NERD Program, helping with everything from laptop set up, environment set up, questions regarding schwab and general guidance as they are new to the company; wanting to make their experience as best as possible
- NERD Program Facilitator - Facilitated Agile, Mac, Source Control & Q&A Panels for NERD Cohorts
- R&D Involvement - Heavily involved in Projects which come from the CTO and presented to top executives at Schwab, Making great connections and friends throughout the company
- ESP Familiarity - Familiarized myself with the ESP, making it so there is no longer only one person who can aid whenever there is some sort of trouble with the vintage app
- .Net proficiency - Became proficient in .net as that is the main language of the work I was doing - Allowed me to independently complete dev stories.
- Onboarding Platform Development - As a part of the NERD program, Building a onboarding platform which will make onboarding new assets seamless and their integration to their team much more rapid.

List key behaviors and actions that led to those results.

- Provide specific examples of behaviors or actions the employee demonstrated that either helped or hindered their performance.

Manager Evaluation

Response: A few of the behaviors that helped Eliseo's performance:

Curiosity - Eliseo is a forever learner. He is always up for new challenges and does not shy away from learning new things.

Tenacity - Eliseo is a relentless problem solver.

Collaboration - Eliseo knows how to work with external teams to get the work done.

Employee Evaluation

Response:

- Desire to learn - Having the opportunity to work on key projects and talk to people who have been working at Schwab for multiple years has given me a lot of insight into company culture and the people who are my peers, It helps me to learn from them as at schwab there is a tower of knowledge problem and talking and documenting is the best way to grow.
- Desire to provide value
- Really like working - Quite enjoy working and learning constantly, it may also hinder my performance if I do not take a day off occasionally

List opportunities for how the employee can leverage or develop strengths to enhance performance.

- Identify development opportunities that will enable the employee to be more successful and effective in the coming year.
- Describe how the employee can leverage their key strengths.

Manager Evaluation

Response: Eliseo has expressed an interest in leadership and has already established himself as a leader in the NERD Program and within SPS. Going forward focus will be on continued development in that area.

Employee Evaluation

Response:

- Learn from more Schwab Seniors - I would like to talk to more people in Schwab leadership in a casual manner, and learn from their Careers and experiences
- Join the Manager Training course at Schwab - I would like to take the course and learn the content whenever possible to leverage my relatively young career and start on the right foot
- Learn more tech stacks - Can aid Prod Support, Vintage as well as R&D and other teams I provide help to.