

PERFORMANCE REVIEWS

Annual Assessments & Key Performance Indicators

FY23	FY24	FY25
EXCEEDS EXPECTATIONS	EXCEEDS EXPECTATIONS	EXCEEDS EXPECTATIONS

FY23 KEY PERFORMANCE INDICATORS

All metrics below represent team-leading performance:

Metric	Result	Benchmark
Incident Resolution Volume	1,506	Team High
Resolution Rate (per day)	5.91	Team High
Subject Matter Expert Contributions	12	Team High
Outbound Client Communications	6,612	Team High
Communication Rate (per day)	26.13	Team High
24hr Initial Response Compliance	75.13%	Team High
Inbound-to-Outbound Response Ratio	73.61%	Team High
14-Day SLA Compliance	97.70%	Team High
21-Day SLA Compliance	99.36%	Team High
30-Day SLA Compliance	99.59%	Team High

MANAGER ASSESSMENT EXCERPTS

FY24 | Exceeds Expectations

"Alex had a successful FY24, and I am happy to give him a rating of Exceeds for his hard work and demonstration of growth over the past year. He has excellent queue management skills, is timely in responses, and is thorough in his investigations. Additionally, he consistently holds one of the highest productivity metrics on the team."

FY24 | Leadership Recognition

"Alex has become an informal leader on the team, and I challenge him to build upon this in FY25. He has strong connections both within the team and with counterparts we interact with frequently (IAs, SSOs, FRT, BLR, Change). He is willing to speak up in team meetings and chats and adds insight to the conversation."

FY23 | Exceeds Expectations

"Alex has shown tremendous growth over the past year. Seeing him grow from a TSA I to a TSA II was one of my highlights of the year. He has stepped up to learn multiple different troubleshooting techniques, some I was not even aware were possible."

FY23 | Impact Statement

"Alex has a significant impact on the team, and this is felt whenever he is OoO for an extended period of time. He is quick and efficient at moving tickets through the queue."

FY23 | SLA Performance

"Alex has consistently had great SLA attainment, often times 90-95%+. Alex is one of the top closers month over month within my span. Alex has great communication metrics, especially on the outbound to outbound category."