

Gallentes, Arjay

VP, IT Operations & Special Projects

Manager: Richard Venables

Evaluated By: Richard Venables

July 2025 Performance Review

Organization: Axos Business Center Team II (Richard Venables (Inherited))

Location: ABC Manila Office

01/01/2025 - 06/30/2025

Overall

Manager Overall Evaluation

Calculated Rating: 3.12

Rating: Meets Expectations (M)

Comment: Arjay is very well positioned to push on with the incoming head of ABC Tech joining in October. Since his previous manager left, Arjay has ensured his team continues to deliver, he has strengthened relationships across the Tech world in the US and demonstrated that he has the capabilities to lead a large team effectively.

For 2H and beyond, Arjay needs to work with the incoming head of ABC Tech and define a strategy for ABC Tech. The move away from staff augment to full ownership, which is starting to happen in pockets should be a goal. Building further AI capabilities will also provide more opportunities. ABC is on a par with the US for this and we can really push ahead with the right strategies. The opportunities are vast, and I am really confident and happy that Arjay can really take advantage of these with ABC.

Employee Overall Evaluation

Calculated Rating: 4.29

Rating: Exceeds Expectations (EE)

Comment: As one of the ABC's tech leaders leading nearly 50 team members, I have successfully implemented initiatives that advance ABC Tech's strategic goal to become Axos Bank's trusted innovation and engineering center. Through data-driven management, systematic talent development, and AI adoption, I have positioned ABC for sustained excellence and expanded capabilities.

My leadership has delivered measurable impact across multiple dimensions: Getting closer to the goal of ABC Tech as a Banking & Financial Services center of excellence with demonstrated AI innovation leadership, achieving comprehensive engineering excellence through continuous team development, and building sustainable team capabilities that support long-term growth. Key achievements include implementing engineering metrics, and dashboards for data-driven continuous improvements, reducing onboarding time from one month to 1-2 weeks through process optimization, fostering high team retention with zero/low performers, and developing emerging leaders across all team functions. I have consistently demonstrated strategic thinking by breaking down complex organizational challenges into actionable components, utilizing individual team strengths to optimize collective performance, and maintaining a long-term perspective. My approach balances accountability with empowerment, creating an environment where team members drive strategic initiative ownership while receiving my support for professional development.

While I recognize opportunities for continued growth, my leadership has established a foundation of engineering excellence, AI-powered innovation, and collaborative culture that positions ABC Tech for expanded capabilities, increased delivery autonomy, and strengthened technical leadership within Axos Bank. Moving forward, I am committed to building upon this momentum to deliver even greater value and impact.

Acknowledgement

Manager

Entered by: Richard Venables

Date: 08/15/2025

Status: Acknowledge Review

Comment:

Employee

Entered by:

Arjay Gallentes

Date:

08/15/2025

Status:

Acknowledge Review

Comment:

Goals

Accelerating Banking & Financial Services Mastery & AI Innovation

Position ABC Tech as center of excellence in Banking and Financial Services (BFS), and AI-powered innovation, enabling faster development, cost efficiency, and greater ownership of Axos strategic projects and initiatives.

Due Date:

06/30/2025

Status:

Completed

Completion Date:

06/30/2025

Category:

Strategic Initiative

Organization Alignment:

Minimum:

20.00%

Target:

30.00%

Maximum:

100.00%

Actual:

50.00%

Manager Evaluation

Rating:

Meets Expectations (M)

Comment:

Arjay is building a very strong tech team in ABC and we are seeing the positive feedback from the US stakeholders. Arjay is very well thought of by his US counterparts. Feedback from the likes of Anna and Nala is positive and they see the value he brings to the organization.
One area I do want us to focus on more is around really understanding what each individual in the team is doing and having more oversight of performance. Some feedback from the US comes through that certain individuals are not productive enough or not at the required performance level. We should be able to identify this ourselves and take appropriate action, rather than have the US managers point it out to us.
I really like the fact that Arjay is willing to roll up his sleeves and get into the details. This is key in the role and to maintain that level of credibility with the US.

Employee Evaluation

Rating:

Exceeds Expectations (EE)

Comment:

As Tech leader leading almost 50 people, I have consistently demonstrated strategic leadership that aligns with ABC Tech's objective to become Axos Bank's trusted innovation and engineering center. Through systematic talent development, AI innovation leadership, and establishing financial domain expertise, I have guided the team to achieve greater performance standards while positioning ABC Tech as a center of excellence for banking and financial services delivery.

Additional Manager Evaluation

Engineering Excellence & Team Development

Achieve engineering excellence through faster, high-quality feature delivery, minimizing defects, reducing rework, and

strengthening AI/automation-driven development. Build empowered, accountable teams with enhanced versatility and skills advancement, driving participation in upskilling initiatives, and cross-functional collaboration.

Due Date: 06/30/2025 Status: In Progress Completion Date:

Category: Strategic Initiative, Operational Initiative

Organization Alignment:

Minimum: 50.00%
Target: 75.00%
Maximum: 100.00%
Actual: 90.00%

Manager Evaluation

Rating: **Meets Expectations (M)**

Comment: Arjay has developed a dashboard for reporting on the team's progress. However, I am not sure that it has the right level of visibility outside the direct IT team. It would be good to include in the monthly ABC management pack that goes to Greg and his directs.

As head of ABC, it would also be good to have a report that could be shared more widely across Axos. I have access to the dashboard but for the non-tech lay person, it doesn't always show the strong performance easily digestible.

There has been progress on AI and that is a focus of the team. Jon Crane is keen for ABC to get more involved in this, so this is an opportunity for Arjay with some potential new roles.

I've been impressed how the tech team are now seen as a strong partner to the US and a strong delivery center.

Employee Evaluation

Rating: **Substantially Exceeds Expectations (SE)**

Comment: Established comprehensive engineering excellence and team development framework achieving exceptional results across all dimensions of technical delivery performance, team empowerment, and skills advancement:

Engineering metrics are available thru Power BI (And dashboard being built) which was regularly presented to Anna, and the team. https://bofifederalbank.sharepoint.com/:fl:/g/contentstorage/CSP_af32088a-ce58-4e84-b02f-2ce4665e93c3/EVcAUNUXrFJInath6jSm6aAB-bu8hmSEwQcrE4I5nFBPOA?e=utd0vW&nav=cz0IMkZjb250ZW50c3RvcvcmF

Additional Manager Evaluation

Section Summary			
Manager Evaluation		Employee Evaluation	
Calculated Rating:	3	Calculated Rating:	4.5
Rating:	Meets Expectations (M)	Rating:	Exceeds Expectations (EE)

Competencies

Dependability

Consistently demonstrates the Five Pillars of Character: trustworthiness, respect, responsibility, fairness, and caring. Meets commitments, works independently, accepts accountability, handles change, sets personal standards, stays focused under pressure, and meets attendance/punctuality requirements. Genuinely emotionally invested in work and creates an uplifting environment for self and others.

Manager Evaluation

Rating: **Meets Expectations (M)**

Employee Evaluation

Rating: **Exceeds Expectations (EE)**

Comment: Arjay definitely demonstrates this, he takes responsibility and accepts personal accountability. Feedback from his team is positive that he can be strict, but he is always fair. He is invested in the success of his team and ABC.

Comment: As a leader, I consistently demonstrate trustworthiness and accountability, guiding a team of nearly 50 through strategic leadership and coaching. I take full responsibility for our team's performance, maintaining focus under pressure, and fostering continuous growth and high retention. By setting clear standards for excellence and prioritizing team development, we achieve outstanding results with no team members falling below performance expectations. This approach ensures systematic leadership development and a positive, uplifting environment.

Additional Manager Evaluation

Problem Solving/ Analysis

Makes decisions based on facts. Breaks down problems into smaller components, understands underlying issues, can simplify and process complex issues, and understands the difference between critical details and unimportant facts. Utilizes and builds upon the strengths of team members to optimize problem solving.

Manager Evaluation

Rating: Exceeds Expectations (EE)

Comment: I think this is a strength of Arjay. Feedback from the stakeholders includes examples of where he has been creative in solutions e.g. better collaboration between QA & Dev, or detailed coding/debugging.
Arjay has presented good ideas around team structure to help support him and build better sustainable delivery. This could have been pushed on a bit more aggressively, although we would need to wait until the new Head of Tech is onboard before making any significant changes

Employee Evaluation

Rating: Substantially Exceeds Expectations (SE)

Comment: I consistently apply systematic problem-solving and analytical thinking to complex engineering and organizational challenges. I break down strategic objectives into actionable components, as demonstrated by continuously transforming ABC Tech into an AI-powered BFS center of excellence. I utilize team member strengths effectively, driving continuous growth in leadership development. My data-driven approach to team delivery performance management and process improvement has resulted in measurable outcomes including reduction in defect-related rework and consistent improvements in development lead time.

Additional Manager Evaluation

Productivity

Manages a fair workload, volunteers for additional work, prioritizes tasks, develops clear and comprehensive work procedures, manages time well, and promotes the sharing of knowledge. Seeks new experiences that expand knowledge in one or more areas of work.

Manager Evaluation

Rating: Meets Expectations (M)

Comment: The tech team has significant workload which Arjay manages well. We do need to have better oversight of the hours used for capitalization, although that has improved

Employee Evaluation

Rating: Meets Expectations (M)

Comment: I expertly manage multiple teams while leading AUC's daily operations, consistently driving growth and enhancing talent acquisition, onboarding, and cross-functional

towards the end of 1H.
I've received positive feedback from the US on how he drives collaboration between the teams.

collaboration. I have streamlined our onboarding process, reducing it from one month to 1-2 weeks, and implemented data-driven team performance management. Additionally, I foster knowledge sharing through bi-weekly brownbag sessions. I continuously seek new experiences in AI, financial domain expertise, and emerging technologies to effectively guide team learning and development.

Additional Manager Evaluation

Results Focus

Delivers comprehensive work on-time, intelligently, and efficiently directs efforts. Takes responsibility for own actions and individual success or failure.

Manager Evaluation

Rating: **Meets Expectations (M)**
Comment: As Arjay mentioned the team is performing and delivering results. From my experience with Arjay, I do sometimes need to chase for some items e.g. a step through of the presentation of AUC which I have asked him to set up. However, I appreciate that he is busy and has a lot on his plate with regards to the large team

Employee Evaluation

Rating: **Meets Expectations (M)**
Comment: I take full ownership of team performance outcomes, achieving high team performance standards, AI tool adoption, and establishing ABC Tech as a BFS center of excellence. I efficiently direct efforts by aligning individual strengths with organizational goals, resulting in measurable improvements including reduction in development cycles, high performers, and leadership development. I take responsibility for both individual and team success, creating accountability frameworks that enable consistent performance across all team roles and functions.

Additional Manager Evaluation

Team Leadership

Knowledge of leadership practices and processes; ability to use strategies and skills to enlist others in setting, embracing and achieving objectives while having a long-term perspective of the future state of things and how to get there.

Manager Evaluation

Rating: **Exceeds Expectations (EE)**
Comment: I have received super feedback from his direct reports and team members. They are grateful for his support both from his technical knowledge as well as his commitment to help them from a personal development view.
There are some areas where I would like Arjay to push a bit more e.g. increasing the office working culture. His team has the lowest on-site presence in ABC, with the exception of CISO. Arjay has successfully put forward individuals for promotion which

Employee Evaluation

Rating: **Exceeds Expectations (EE)**
Comment: I demonstrate leadership practices and processes in transforming ABC Tech into Axos trusted innovation and engineering center. I effectively enlist team members in setting and achieving strategic goals, evidenced by the continuous team performance improvements. I maintain a long-term perspective aligned with ABC Tech Strategy 2025, successfully positioning the team for expanded strategic capabilities, increased delivery autonomy, and strengthened technical leadership. My

shows his commitment to his team.

leadership approach has resulted in developing emerging leaders, establishing comprehensive AI adoption, creating a culture of accountability and collaboration, and building sustainable team capabilities that support continued growth and excellence.

Additional Manager Evaluation

Section Summary			
Manager Evaluation		Employee Evaluation	
Calculated Rating:	3.4	Calculated Rating:	3.8
Rating:	Meets Expectations (M)	Rating:	Meets Expectations (M)