Soriano, Cleo Erika

DevOps Engineer

Manager: Arjay Gallentes
Evaluated By: Cleo Erika Soriano

July 2025 Performance Review

Organization: Axos Business Center Team VII (Arjay Gallentes)
Location: ABC Manila Office
01/01/2025 - 06/30/2025

Overall

Employee Overall Evaluation

Calculated Rating: 3.15
Rating: Meets Expectations (M)
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.

Sample Key Results:
• By June 30, improve the application of BFS expertise in feature development—reflected by increasing the team-wide first-pass acceptance rate of features (measured by QA pass rate, code review, and stakeholder approval) by at least 30% from the established baseline.

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

Category: Strategic Initiative

Organization Alignment:

Minimum: 20.00%
Target: 30.00%
Maximum: 100.00%
Actual: 0.00%

Employee Evaluation

Rating: **Meets Expectations (M)**

Comment: Played a key role in the deployment of Clearing API, ensuring seamless integration.
Also involved in AxPay deployment and making sure that it will be delivered on time. Provided ongoing support and troubleshooting for the Clearing API, ensuring high availability and performance. Collaborated cross-functionally to resolve issues quickly, enhancing system stability and user satisfaction. Executed UAT Regression Test for CAPI, ensuring that the services are up and available and the APIs are working fine before the QA Team will work every morning. By this bugs can easily define and can monitor what actions needs to be done. Implemented Jmeter for UAT Regression testing but it is currently deprioritized. Initiated exploration into automation tools to optimize testing process.

Empowered & Accountable Teams

Build a culture of engagement, accountability, and collaboration, where every team member actively contributes to the success of ABC Strategy.

Sample Key Results:
- By June 30, ensure that at least 50% of team members drives or take ownership of a specific task or deliverable in an ABC Strategic Initiative

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

Category: Strategic Initiative

Organization Alignment:

Minimum: 50.00%
Target: 80.00%
Maximum: 100.00%
Actual: 0.00%

Employee Evaluation

Rating: **Meets Expectations (M)**

Comment:

I took ownership of the deployment of CAPI pipeline, ensuring the reliability of the process. Had a great collaboration within the devops team by asking some advices if needed and with the US team developers, didn't hesitate to reach out to them if there are answers that is needed to be clarified on, by this we maintained open communication channels to ensure alignment and reduce delays. I also make sure to attend meetings to be have timely updates. I also took ownership on doing the UAT Regression Testing, doing KT on the first few weeks to who ever buddy is assigned to me. I led by example in executing thorough regression testing, setting a standard for quality and diligence. In our team we initiated discussions around automation opportunities and inviting input from our peers.

Section Summary

Employee Evaluation

Calculated Rating: 3
Rating: Meets Expectations (M)

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.

Employee Evaluation

Rating: **Exceeds Expectations (EE)**

Comment: Problems:
- Clearing API Kubernetes pipeline deployment and Axpay pipeline deployment as a new team member
- Clearing API UAT Regression Testing in different work schedule and monitoring of down services during US off hours
- Laptop issue while onboarding

Action:
- Adapted to different schedule assignment from morning to night, night to mid shift and broken shift (morning and last 2h in the night) to be able to support US off hours schedule
- Asked for Knowledge Transfers from PH teammates and US developers

- Owned the running of CAPI UAT Regression Testing and one of the point person
- For laptop issue, always communicate with IT and lead every time laptop crashes

Results:
- Pipeline was easily created, issues were resolved easily because of having the same shift with the US team, able to work with minimal supervision
- Issue in the services were caught and resolved before the US devs and QA works in the morning and they received status updates every morning
- Laptop being replaced multiple times and now able to work efficiently without issues

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.

Employee Evaluation

Rating: **Meets Expectations (M)**

Comment: Problems:
- Clearing API monitoring and support for developers for failed pipelines
- Failed Clearing API Regression Tests

Actions:
- Monitoring of pipelines and ArgoCD is part of the daily task and when there is issue, investigate the logs and perform fix, informs developers if it's for them to fix and communicate with other team if it's outside team's fix
- Investigate logs in the servers and perform fixes for the down services and communicates the updates to Emmanuel

Results:
- Developers were able to fix bugs if code issue or if it's script updates for the Regression Testing and Security team applied white listing of port

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.

Employee Evaluation

Rating: **Meets Expectations (M)**

Comment: Problem:
- CAPI pipeline deployment
- CAPI UAT Regression Testing
- Forgets submission of timesheet

Actions:
- Able to be involve in the pipeline deployment of Clearing API
- Actively giving support if there are issues that the developers encountering in the build pipeline
- Created a simple automation that will send notification to devops team members every Friday at 8AM and 1PM

Results:
- Developers were able to use their pipeline and they can see the status of it
- Developers were able to fix bugs if code issue or if it's script updates for the Regression Testing

- Skipping of timesheet submission was minimize

Results Focus

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

Employee Evaluation

Rating: **Exceeds Expectations (EE)**

Comment:
Problems:
- Clearing API kubernetes pipeline deployment had a cycle of prioritize and deprioritize
- Onboarding process while having laptop issues

Actions:
- They requested for pipeline for few services in Clearing API and was able to create and deploy and while the other services are not yet requested to have pipeline, I created it before they requested it since they have this thinking of doing it and not. I drafted the pipeline and deployment manifest and created application of it in the ArgoCD
- Had the idea already how the previous services works and possible issue that will arise
- Asks for Knowledge Transfers, taking required trainings in workday and always raise issue when the laptop crashes

Results:
- They were happy that there's a prepared pipeline already and minimal work were done like the environment variables that is given by the developers and it will be applied in the manifest files
- Laptop issue is a major problem during the onboarding process but all the tasks like Required trainings, laptop setup for development and other onboarding process were completed

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.

Employee Evaluation

Rating: **N/A (Only use for Competency Rating)**

Comment: N/A

--- Section Summary ---

Employee Evaluation

Calculated Rating: 3.5
Rating: **Meets Expectations (M)**