

Gallentes, Arjay

VP, IT Operations & Special Projects

Manager: Jean-Marc Bauquin

Evaluated By: Jean-Marc Bauquin

January 2025 Performance Review

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

Location: ABC Manila Office

07/01/2024 - 12/31/2024

Overall

Manager Overall Evaluation

Calculated Rating: 3.17

Rating: 3 - Meets Expectations (M)

Comment: In the last 6 months, I think Arjay has done a great job building the team and for this he deserves at least a 3 as it was really essential to setup for success. He also coached the team very well and I received good feedback from his team. Well done Arjay.

While this was good for 2024, we need to see more from him some strategic senior exec engagement and an ability to promote and sell ABC as a delivery centre and not only as a resourcing provider. We talked about it few times and this is now important we start to build this side of his leadership if he wants to continue to grow in the organization.

Employee Overall Evaluation

Calculated Rating: 3.41

Rating: 3 - Meets Expectations (M)

Comment:

Acknowledgement

Manager

Entered by: Jean-Marc Bauquin **Date:** 02/11/2025

Status: Acknowledge Review

Comment:

Employee

Entered by: Arjay Gallentes **Date:** 02/09/2025

Status: Acknowledge Review

Comment:

Goals

Domain Leadership and Execution

- Domain Leadership and Execution
- Establish Strategy for Securities domain by end of Q4
 - Drive successful project execution of key team's and projects within the Securities Domain
 - Improve Collaboration and Engagement Across Team's and Stakeholders. Establish RACI for key projects ensuring 100% stakeholder alignment by Q4.

Due Date: 12/31/2024 **Status:** Completed **Completion Date:** 12/31/2024

Category: Strategic Initiative

Organization Alignment:

Minimum: 0.00%
Target: 0.00%
Maximum: 0.00%
Actual: 0.00%

Manager Evaluation

Rating: **3 - Meets Expectations (M)**

Comment: Arjay has been focused on recruiting the team and did not have the time to focus on building the domain strategy. While it is important to start to build ABC specific strategies the immediate task at hand was to scale up the team.

Employee Evaluation

Rating: **3 - Meets Expectations (M)**

Comment: Aligned with stakeholders especially on the AUC Program. Successful in prioritizing hiring, team building, growth, and technical leadership to support AUC, and other projects like APW, SLS, and Orbis API to Beta.

Additional Manager Evaluation

Drive Technical Excellence and Development Efficiency

Drive Technical Excellence and Development Efficiency

- Achieve above a 70% completion rate of planned Product Backlog Items (PBIs) within each sprint
- Mean time to resolve major and critical non-production bugs should be less than 2 sprints

Due Date: 12/31/2024

Status: In Progress

Completion Date:

Category: Strategic Initiative, Operational Initiative

Organization Alignment:

Minimum: 0.00%
Target: 0.00%
Maximum: 0.00%
Actual: 0.00%

Manager Evaluation

Rating: **3 - Meets Expectations (M)**

Comment: Arjay performs as expected in the role.

Employee Evaluation

Rating: **3 - Meets Expectations (M)**

Comment: Part of this year's strategy is to focus on driving technical excellence by achieving measurable outcomes in Sprint delivery. Successfully maintain above 70% PBI completion rates, and improved code quality and testing coverage.

Additional Manager Evaluation

Recruit and Retain Key Talents

Recruit and Retain Key Talents:

- For role open before Q4. Hire critical roles with over 90% fulfillment rate by the end of Q4.
- Achieve a 60-day average time to fill for critical roles
- Maintain an Annual Employee Retention Rate of over 90%

Due Date: 12/31/2024 Status: Completed Completion Date: 12/31/2024

Category: Strategic Initiative

Organization Alignment:

Minimum: 0.00%
Target: 0.00%
Maximum: 0.00%
Actual: 0.00%

Manager Evaluation

Rating: **4 - Exceeds Expectations (EE)**
Comment: Arjay has done a good job at pushing our recruitment in particular when the HR talent team is not fully in place yet. I agree with that rating.

Employee Evaluation

Rating: **4 - Exceeds Expectations (EE)**
Comment: Achieved impactful outcomes in recruitment and retention. By maintaining a retention rate about 90%, successfully closing critical roles, and reducing recruitment timelines through automation, we have demonstrated our ability to attract, hire, and retain talents.

Additional Manager Evaluation

Section Summary

Manager Evaluation

Calculated Rating: 3.33
Rating: **3 - Meets Expectations (M)**

Employee Evaluation

Calculated Rating: 3.33
Rating: **3 - 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.

Manager Evaluation

Proficiency Rating: **2 - Needs Development (ND)**
Comment: Arjay while doing a great job with his team is not yet leading strategic discussion with senior exec. Feedback on few stakeholders from the US was that he needed to focus more on this area in the future in order to very much be recognised as a senior leader. On my side, it happens quite regularly that I have to chased Arjay for Wokrplanner, requested reports and actions.

Employee Evaluation

Proficiency Rating: **4 - Exceeds Expectations (EE)**
Comment: As one of the ABC Leaders, and as Engineering/Tech Leader, I have consistently demonstrated dependability by effectively supporting multiple projects and responsibilities. I oversaw key initiatives, such as the APW API & OS Team, AUC, and AAS Leadership, while simultaneously support small projects like SLS, and Orbis Beta API Integration. Additionally, I play the role or provided strong support in Architecture and Development to key initiatives like APW, and AUC. My efforts highlight my ability to balance strategic leadership with people leadership, and project execution.

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

Proficiency Rating: **3 - Meets Expectations (M)**

Comment: no issue there, I think Arjay is good at finding solution to problem and takes time to try to provide improvements eg. HR recruitment process. Sharing those successes a bit more will be very beneficial to ABC future growth.

Employee Evaluation

Proficiency Rating: **4 - Exceeds Expectations (EE)**

Comment: In my role, I demonstrated strong problem-solving and analytical skills by addressing complex challenges across multiple projects and teams. For example, I advocated and drove the change of culture to increase the collaboration between developers and QA engineers, which increased the quality and reduced the development time. I've also guided the team into embracing key engineering principles like the importance of breaking big problems or work into small work, and small PBI that can be tested or evaluated faster. This has resulted in creation of POCs or delivering of PBIs that can be used for demonstration purposes to management.

Additionally, I provided architectural guidance to people in my team, especially, key projects like APW, and AUC, showcasing my ability to break down complex technical problems into manageable scalable solutions. These contributions underline my ability to analyze issues and deliver impactful outcomes.

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

Proficiency Rating: **3 - Meets Expectations (M)**

Comment: Arjay works hard with his team but sometimes does not prioritize enough his engagement with external parties. This will really help him move forward

Employee Evaluation

Proficiency Rating: **4 - Exceeds Expectations (EE)**

Comment: I ensured high productivity levels across my teams and projects, while balancing my individual contributor responsibilities. For example:

1. I focused on establishing leadership into my teams, and building a high performing, and versatile team by defining clear roles, and driving cross-skilling initiatives. These efforts ensured the team could adapt quickly to changing project needs such as transitioning people between AUC, and APW.
2. Proactive Guidance: By slowly delegating team operational responsibilities effectively to tech leads, it allowed me to focus on key

project like AUC.

3. Focus on Delivery: I drove the team toward achieving a measurable outcome, such as maintaining over 70% PBI completion rates.
4. Optimized Processes: I introduced tools and processes, such as automation for our recruitment pipelines.

My ability to prioritize effectively, manage work, and align team goals with to business objectives highlights my contribution to fostering a productive and high-performing tech team.

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

Proficiency Rating: 3 - Meets Expectations (M)

Comment: Agree with Arjay on this.

Employee Evaluation

Proficiency Rating: 3 - Meets Expectations (M)

Comment: I am deeply committed to delivering measurable and impactful results. My focus on outcomes is demonstrated through:

1. Key Projects: APW, AUC
2. Driving measurable outcomes, such as maintaining the over 70% PBI completion rates
3. Recruitment and Retention Success
4. Continuous improvements: Spearheaded cross-skilling initiatives

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

Proficiency Rating: 3 - Meets Expectations (M)

Comment: Agree with Arjay on this

Employee Evaluation

Proficiency Rating: 3 - Meets Expectations (M)

Comment: As a leader, I prioritize fostering a collaborative, high performing, and engaged team culture. My leadership approach is evident in:

1. Building a high performing team: Scaled the team to over 500% growth, while focusing on hiring the right mix of skills, and experience.
2. Empowering Team Members: Introduced cross skilling, and career development plans, enabling team members to grow into more versatile roles. This led to increased resource

utilization and stronger engagement, as evidenced by a team engagement score of 8.7 which is above the benchmark

3. Actively coached team members through 1on1 and team discussions, focusing on skill development, problem-solving, and leadership growth.

Additional Manager Evaluation

Section Summary

Manager Evaluation

Calculated Rating: 2.8
Proficiency Rating: 3 - Meets Expectations (M)

Employee Evaluation

Calculated Rating: 3.6
Proficiency Rating: 4 - Exceeds Expectations (EE)