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Currently with Hristo Kukushev

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# 2024 Continuous Performance Management Form for Hristo Kukushev

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Hristo Kukushev

# 1

Out of 4

3.0 - Exceptional Job

Overall Score

✓ 0

Incomplete Items

✉ 0 📲 0

Supporting

△ 12 🔞 0

Gap Analysis

**KEY PERFORMANCE GOAL (KPG)****2024 OTHER PERFORMANCE GOALS****PRINCIPLES****STRENGTHS****CAREER INTERESTS****INDIVIDUAL DEVELOPMENT PLAN****CONFIDENTIAL****SUMMARY****MID-YEAR CHECK-IN****END-OF-YEAR CHECK-IN**

## KEY PERFORMANCE GOAL (KPG)

**Key Performance Goal (KPG):** This is the most important goal and how the employee contributes to the success of the business, function or team.

Employees should have only ONE KPG (having more than one KPG will not allow the form to be finalized). Other goals should be added to the “Other Performance Goals” section). Click [here](#) for more information about goal-setting.

Click “[+Add Goal](#)” to create the KPG.

[Less](#)**Key Performance Goal (max 1)**

### Performance goal

- Streamline and improve reporting process for Sofia and Varna accounts achieving overall accuracy and timeliness targets of above 95%.
- Own at least 2 and participate in at least 3 additional global initiatives: global dashboard Enhancements/Optimizations (C360, Kronos, EverConnect, Employee CSAT, MFA, MA, etc. - Dashboards with global and executive distribution); documentation & Training Enrichment (Power BI, Business Objects, etc. to guide end users to more efficient reporting); Warehousing/Universe Design/Data Flows/Reporting for non-IEX WFM metrics; Develop Process Improvements; Global Reporting Initiatives; Reporting Center Implementation.
- Cater to consistently meet any project-related, ad hoc request, training or other deadlines

while applying the highest level of accuracy in the delivery.

- Maintain a detailed report documentation that includes all necessary production steps, accesses/credentials, dependencies, information on points of contact, etc. in a well-organized manner.

- Diligently and accurately perform task and time entry in the time Keeping module of SMC – with entries containing proper descriptions of activities, tied to corresponding tickets and/or programming requests (wherever available) and entries never more than a day behind.

\* Manager Rating [?](#)

 Exceptional Job

Goal Details

Other Details

## Overall Goal Comments

### Manager Comments

He has performed exceptionally well over the past year, becoming a vital support for Bulgarian reporting, successfully onboarding new team members, and taking full ownership of various projects.

## 2024 OTHER PERFORMANCE GOALS

Click "+ Add Goal" to create the goal.

Use this section to add all other relevant Performance Goals.

### Other Performance Goal

#### Customer Satisfaction goal

- Actively seek out customer feedback and engagement in an effort to build solid relationship and improve customer service.
- Work to prioritize escalations and handle those swiftly and professionally, involving and/or notifying higher level management if needed.
- Apply necessary command when communicating with various account stakeholders and accurately navigate level of detail when providing dashboard and/or processing developments/improvements

\* Manager Rating [?](#)

 Meets Expectations

Goal Details

Other Details

**Other Performance Goal****Collaboration goal**

- Engage with other colleagues in an effort to increase professional skillset and apply new skills to improve day to day tasks.
- Work with team members to guide them through business as well as process specifics, aiding them with ad hoc tasks or regular reports and guiding them when process automation is applied
- Promote a culture of openness, respect and ethical behavior in the workplace

\* Manager Rating [?](#)



Exceptional Job

[Goal Details](#)

[Other Details](#)

**Other Performance Goal****Professional Development goal**

- Complete all internal trainings provided to the team – example S3, ETL, DAX studio, Tabular Editor, etc. Be prepared to provide at least 3 cases where technical knowledge has been applied to improve the reporting process in the end of the year. This includes, but it is not limited to, the tools from the trainings, PowerApps, Fabric (if applicable) and any other tools that can add to automation, quality, and/or timeliness.

\* Manager Rating [?](#)



Meets Expectations

[Goal Details](#)

[Other Details](#)

**Section Comments:****Manager Comments**

Although the primary focus has shifted away from implementing new systems and tools, he has consistently matched the team's pace, maintained excellent standards, and demonstrated a strong commitment and eagerness to engage in any new training opportunities.

## PRINCIPLES

Evaluate the associate's alignment with our company principles and rate how consistently the employee has demonstrated these principles at work.

[Expand All](#)    [Collapse All](#)

Item	Official Rating
	*
<b>Focus on what matters</b>	 Always
<b>Speak directly</b>	 Always
<b>Work smarter together</b>	 Always
<b>Have fun in what we do</b>	 Always

## Section Comments:

### Manager Comments

While there is room for improvement in terms of open and direct communication, Hristo exemplifies professionalism by effectively prioritizing tasks and consistently meeting deadlines. We hope he finds enjoyment in the process as well!

## STRENGTHS

Add the competencies that best reflect the strengths demonstrated by the employee. Have a conversation with your employees to discuss their strengths and how they can best be leveraged in their activities and to support the team.

Click “**+Add item**” to add a strength.

## Section Comments:

### Manager Comments

Strong technical knowledge, professionalism in task prioritization, consistent adherence to deadlines, and a willingness to engage in training opportunities.

## CAREER INTERESTS

# SUMMARY

Please select an Overall Form Rating which accurately represents the quality of the employee's contributions in this CPM cycle. Based on the Calculated Form Rating, we recommend an Overall Form Rating of:

**Needs Improvement:** 1.00 - 1.99

**Meets Expectations:** 2.00 - 2.89

**Exceptional Job:** 2.90 - 3.00

Calculated Form Rating is determined by Key Performance Goal Rating (40%), Other Performance Goals Ratings (40%) and Principles Ratings (20%)

[Less](#)

\* Overall Form Rating: [?](#)

 Exceptional Job

Calculated Form Rating:

2.73/3.0

Name	Rating
KEY PERFORMANCE GOAL (KPG)	3.0
Performance goal	3.0 - Exceptional Job
2024 OTHER PERFORMANCE GOALS	2.33
Customer Satisfaction goal	2.0 - Meets Expectations
Collaboration goal	3.0 - Exceptional Job
Professional Development goal	2.0 - Meets Expectations
PRINCIPLES	3.0
Focus on what matters	3.0 - Always
Speak directly	3.0 - Always
Work smarter together	3.0 - Always

Name	Rating
Have fun in what we do	3.0 - Always

## MID-YEAR CHECK-IN

### Overall Mid-Year Comments



Comments by Aleksandar Dimitrov Yankulov  
You keep maintaining a high-quality service for a number of accounts, overcoming tight deadlines, complex requests and navigating through business and system specifics/shortcomings. You are always clear and concise when communicating to team members or stakeholders, you demonstrate strong account ownership and adaptability

[More](#)

## END-OF-YEAR CHECK-IN

### Overall End-of-Year Comments

#### Manager Comments

You consistently deliver high-quality service across multiple accounts, effectively managing tight deadlines and intricate requests while navigating business intricacies and system limitations. Furthermore, your enthusiasm for tackling technical tasks and supporting your colleagues is commendable. Excellent work!

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