**Performance Review – Q3 2024**

**Employee Information**

* **Name:** Michael Tan
* **Job Title:** Systems Analyst
* **Department:** IT Infrastructure
* **Review Period:** July 1, 2024 – September 30, 2024
* **Reviewer:** John Reynolds (IT Infrastructure Head)

**Performance Overview**

Michael Tan has demonstrated a high level of technical expertise during the review period. As a Systems Analyst, he is responsible for ensuring the stability and security of the bank's IT infrastructure. His contributions during Q3 2024 were instrumental in improving system performance and addressing critical operational challenges.

While Michael’s technical skills are commendable, there are areas for improvement related to communication, collaboration, and adherence to company protocols. These aspects must be addressed to support his continued growth within the organization.

**Key Achievements**

1. **Incident Resolution:**
   * Responded to a critical server outage on **August 18, 2024**, restoring operations within 45 minutes. His swift action minimized disruption to client transactions and protected the bank's reputation.
   * Diagnosed and resolved a recurring database performance issue affecting transaction processing, reducing query response times by **25%**.
2. **Infrastructure Improvements:**
   * Automated log rotation and archival processes for financial transaction servers, saving the IT team approximately **15 hours per month**.
   * Implemented security patches across **10 critical systems** following vendor advisories, ensuring compliance with industry standards.
3. **Support for IT Projects:**
   * Contributed to the deployment of a new monitoring tool, improving visibility into network performance metrics.
   * Assisted in transitioning legacy financial systems to a more secure, modernized infrastructure with minimal downtime.

**Core Competencies**

**1. Technical Skills:**

* **Strengths:**  
  Michael is proficient in advanced scripting and automation tools. He has demonstrated expertise in diagnosing and resolving complex technical issues.
* **Opportunities for Growth:**  
  Expand knowledge of cloud infrastructure and containerization technologies to support future strategic projects.

**2. Problem-Solving:**

* **Strengths:**  
  Michael's ability to think critically and resolve issues under pressure is a significant asset to the team. His proactive approach to diagnosing problems has reduced downtime across several key systems.
* **Opportunities for Growth:**  
  Develop a structured methodology for documenting solutions to recurring issues, enabling team members to address similar problems independently.

**3. Collaboration and Communication:**

* **Strengths:**  
  Michael is approachable and maintains a positive attitude when supporting colleagues. He often provides valuable insights during technical discussions.
* **Opportunities for Growth:**  
  Improve communication skills, particularly when engaging with non-technical stakeholders. Simplifying technical concepts for broader audiences will enhance cross-departmental collaboration.

**4. Adherence to Policies:**

* **Strengths:**  
  Michael consistently adheres to the bank's cybersecurity policies and prioritizes compliance in his projects.
* **Opportunities for Growth:**  
  Ensure all after-hours access is appropriately documented, and seek managerial approval for any deviations from standard operating procedures.

**Challenges Observed**

1. **Time Management:**
   * While Michael effectively prioritizes high-impact tasks, there are instances where project deadlines were delayed due to overcommitment.
   * Recommendation: Utilize project management tools to better track progress and allocate resources.
2. **Communication Barriers:**
   * Feedback from team members suggests that Michael occasionally uses overly technical jargon when explaining solutions. This can lead to misunderstandings, particularly among less technical colleagues.
   * Recommendation: Attend communication workshops focused on improving clarity and engagement with diverse audiences.

**Professional Development Goals**

1. **Skill Development:**
   * Enroll in advanced certification programs related to **cloud architecture** and **cybersecurity frameworks** to align with upcoming organizational needs.
   * Attend quarterly workshops on **DevOps tools** to enhance automation capabilities.
2. **Cross-Functional Collaboration:**
   * Participate in at least two cross-departmental projects to strengthen inter-team communication and broaden organizational impact.
   * Mentor junior staff on IT troubleshooting best practices to build team capacity.
3. **Documentation and Knowledge Sharing:**
   * Develop a repository of solutions to common system issues to facilitate quicker resolution and knowledge sharing within the IT department.

**Overall Performance Rating:**

| **Category** | **Rating (1-5)** |
| --- | --- |
| Technical Skills | 5/5 |
| Problem-Solving Ability | 4.5/5 |
| Communication Skills | 3.5/5 |
| Collaboration | 4/5 |
| Adherence to Policies | 4/5 |
| Time Management | 3.5/5 |

**Overall Score:** 4.1/5

**Recommendations for Advancement**

* Given Michael’s consistent technical contributions, he is a strong candidate for **Senior Systems Analyst** if communication and project management skills are further developed.
* He should aim to play a larger role in strategic initiatives, such as infrastructure modernization and incident response planning.

**Reviewer Comments**

“Michael continues to be a key technical asset to our team. His dedication to resolving complex IT issues is commendable, but to maximize his potential, he should focus on improving his communication skills and time management. I am confident that with targeted development, Michael will continue to excel and contribute significantly to the organization.”

**Reviewer Signature:**  
John Reynolds  
**Date:** October 10, 2024