Dela Cruz, Rodrigo

Wintel Support Engineer

Manager: Jeff Flores (99284)
Evaluated By:

End of Year Review 2024

Organization: TP ICAP - Platform Operations (Jeff Flores (99284))

Location: Philippines - A.T. Yuchengco Centre - Taguig City
01/01/2024 - 12/31/2024

2024 Objectives

Advance Citrix Training

Manager Appraisal	Employee Appraisal
Comment:	Comment: completed

Archive to be on the top ticket closer of the Wintel team.

Be one of the main ticket closers for the Wintel team.

Manager Appraisal	Employee Appraisal
Comment:	Comment: completed

AWS training

Manager Appraisal	Employee Appraisal
Comment:	Comment: completed the training

Complete a minimum of 2 non-compulsory training courses related to your current role.

Complete at least two additional training courses and demonstrate the application of new skills in a project or operational tasks by Q4.

Manager Appraisal	Employee Appraisal
Comment:	Comment: completed AWS and citrix trainings

Complete cross-training to enable you to cover other areas of support within your team

Handover a specific skill with a training video or confluence page

Manager Appraisal	Employee Appraisal
Comment:	Comment: HO how to deploy agent updates via RES in tradeblade environment.

Contribute to creating and maintaining the team's documentation (runbooks, confluence updates, etc.)

documented successful projects sent via quarter tracked through planner or Jira

Manager Appraisal	Employee Appraisal
Comment:	Comment: Updated Citrix runbooks

DELIVER: What outcomes and results do you need to deliver in 2024 to be a Good Performer?

Please record everything you need to deliver here:

Manager Appraisal	Employee Appraisal
Comment:	Comment: High level citrical resoltions such as urgent request, server builds etc. ctrix deployments/ trainings. cluster prod issues, and alot more.

Delivery of any assigned Project tasks to a high quality and on-time

Complete 100% of assigned project tasks on time with no less than one negative feedback

Manager Appraisal	Employee Appraisal
Comment:	Comment: Remote Office builds - completed (DUB/ PAR2) Citrix Trainings to the team, this inclues overview of TB environments and agent deployments.

DEMONSTRATE : To be a Good Performer in 2024 you need to demonstrate

Triple A Values: By demonstrating Accountability, Adaptability and Authenticity
Competencies: Demonstrate the DELIVER competencies for your Job Band or Success Profile
Inclusion: By participating in training, activities and demonstrating behaviour that promotes an inclusive workplace
Risk: By complying fully with the TP ICAP Policies and Code of Conduct, all regulatory and legal requirements of your job (any policy breaches may impact your performance rating)

Manager Appraisal	Employee Appraisal
Comment:	Comment: AWS trainings Mentoring colleges on how to resolve high level issues. Providing high level technical skills to our teams and others.

DEVELOP: What skills and competencies will you develop to enhance your performance and / or potential?

Please record everything you need to develop here in addition to mandatory training which is allocated to you (focus on on the job learning experiences where possible):

- Know our Products, Customers, Technology and Wider Marketplace
- Speak Up During Debate
- Be inquisitive
- Fill the Gaps: Help to address something that is not in your immediate work area
- Run Towards Problems: Address issues with urgency before they deteriorate
- Build Relationships: Know and understand your end users
- Coach and Be Coached: Embrace learning, become an SME, Reduce dependencies on calling on others
- Over communicate: within and outside your team, with customers
- Strive For Progress over Perfection
- Financial Hygiene: Don't waste time or resources, Treat the company as your own.

Manager Appraisal	Employee Appraisal
Comment:	Comment: Automation Dev-Ops Linux trainings (if approve) Open-source trainings (if needed) Management Training.

Identify opportunities to enhance processes and procedures for greater efficiency or accuracy.

Please provide evidence of participation in at least three of the following activities as a minimum:

*Consistently Performed ticket volume reduction analysis.
*Identify a root cause that leads to multiple alerts.
*Provided high-quality post-incident reports for learning
*automate a manual task and demonstrate its toil reduction

Manager Appraisal	Employee Appraisal
Comment:	Comment: Cluster issues. Server Migration task Remote server build issues.

Mandatory training - Ensure all done and completed on time, zero breaches

Provide technical guidance and expertise on internal Project Support and the wider organization.

Manager Appraisal	Employee Appraisal
Comment:	Comment: completed

No SLA change and problem breaches - Zero tolerance for these. The more there are in the individual areas, the more they cascade upwards.

SLA Breaches for these are escalated to the highest level of management. We need to avoid being part of the problem.

Achieve 100% compliance with SLA terms, with zero breaches reported throughout the year.

Manager Appraisal	Employee Appraisal
Comment:	Comment: completed

Production Stability

- Each individual is expected contribute to the WINTEL team attaining a reduction of P2's occurring in the WINTEL supported systems with a target of a 30% YoY decrease over 2023, with particular focus on change related outages. All changes must be reviewed and have CIO sign-off before going into production. Any change related failures will need to be reviewed with a P2 RCA and an incident retrospective review covering the specific and thematic issues. The performance target should be zero repeat incidents.

Manager Appraisal	Employee Appraisal
Comment:	Comment: So far no P2 issues.

Provide technical guidance and expertise on internal Project Support and the wider organization.

Summarize the technical solutions you developed to address problems identified by management/leads or yourself within projects during 2024..

Manager Appraisal	Employee Appraisal
Comment:	Comment: Provide indepth citrix training to Manila team done recorded ms team session on how to deploy/support application deployment in Citrix.

Security Training

Manager Appraisal	Employee Appraisal
Comment:	Comment: in-progress. Few cybercurity trainings has completed. Pluralsight cybersecurity training still in progress.

Seek to mentor others within the team to share knowledge in your areas of expertise.

Complete the Manila IMS training materials and complete IMS training for the year. Also, handover one SME skill to a peer with recorded training and confluence documentation

Manager Appraisal	Employee Appraisal
Comment:	Comment: Thats what I have done since the new guys are on-boarded. They still calling me if they unable to resolve some high level issues and escalations.

Career

What are your career aspirations for the next 3-5 years?

Section Summary

Manager Appraisal	Employee Appraisal
Comment:	Comment: More on management and devops/ automations