Cerdeno, Bienvenido Jr

Senior Wintel Server 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

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:

- Know our Products, Customers, Technology and Wider Marketplace:

  I have full understanding of technologies being used to support stake holders and end users.

  To show my understanding of the technology used in the Company I was able to resolve issue on JMSL New starter Task Failure that is causing failure for the TPCIAP onboarding of new employees.

- Speak Up During Debate: **NA**

- Be inquisitive:

  I am eager to understand the intricate details of our technology's core components. I have shown a deep understanding how to support OneCompute a propriety application of the TPICAP.

  I suggested on how to prevent Change breaches and CAB presence by Creating "Wintel Change Review" group chat.

- Fill the Gaps: Help to address something that is not in your immediate work area.

  I helped my teammates resolve issues that is not assigned to me. A good example of this is with OneCompute hardening failure this has impacted the whole team as they cannot complete the server build.

- Run Towards Problems: Address issues with urgency before they deteriorate

  I have assisted in major Issues that needs urgent resolution. An example of these is during the AMER DC Isolation a Failover Cluster was unable to bring the disk online. I jump in and help resolve the issue.

- Build Relationships: Know and understand your end users

  It is within my responsibility to provide high quality support to end users.

- Coach and Be Coached: Embrace learning, become an SME, Reduce dependencies on calling on others

  I am very approachable and willing to learn to be coached in any aspect of work. I have become an SME for domain controllers upgrade and demotion of the team.

- Over communicate: within and outside your team, with customers

  I have assisted to reach out to leads and teammates if there are missed work related request or issues even or during weekends.

- Strive For Progress over Perfection

  I have been aiming towards the direction of high-quality work. I have been working on high level issues for the team since I join the team.

- Financial Hygiene: Don't waste time or resources, Treat the company as your own.

  I make sure to work as efficiently as possible to reduce cost.

Manager Appraisal	Employee Appraisal
Comment:	Comment: • I have committed to deliver all the objectives stated above. I can provide justification if required.

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: **Triple A Values:** By demonstrating Accountability, Adaptability and Authenticity - I have demonstrated and shown my Accountability, Adaptability and Authenticity. Accountability: All assigned tasked has been completed on time with high quality. Adaptability: I can find ways to resolve issues or to provided assistance to the team. Authenticity: I am always upfront in dealing issues professionally.

Competencies: Demonstrate the DELIVER competencies for your Job Band or Success Profile

I have demonstrated and delivered the competencies for my Job Band or Success Profile by being SME for Domain Controller OS upgrade, demotion, Failover Cluster, and OneCompute.

Inclusion: By participating in training, activities and demonstrating behaviour that promotes an inclusive workplace

Participated in Kubernetes training with William Ang.

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)

I have complied and participated fully in TP ICAP Policies and Code of Conduct, all regulatory and legal requirements of your job. No escalation received or CHANGE breached.

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):

Manager Appraisal	Employee Appraisal
Comment:	Comment: I learned Always-On (AG), Storage Replica as part of Failover Cluster build and configuration. I was able to assist DBA team to build 15 Failover Cluster request, and Storage Replica to Apps Team end to end for their project.

Innovate and enhance the team's processes and procedures:

- Contribute to creating and maintaining the team's documentation (runbooks, confluence updates, etc.)
- Identify opportunities to enhance processes and procedures for greater efficiency or accuracy.

Manager Appraisal

Comment:

Employee Appraisal

Comment:

Innovate and enhance the team's processes and procedures:

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

  Created confluence runbooks for Domain Controller OS upgrade.

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

  I have perfected the Domain Controller OS upgrade. No issues received during the implementation of Simplification Project for Domain Controller OS upgrade and decommissions.

Personal/Team development:
- Complete a minimum of 2 non-compulsory training courses related to your current role.
- Seek to mentor others within the team to share knowledge in your areas of expertise.
- Complete cross-training to enable you to cover other areas of support within your team

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

  Kumbernetes training conduction by William Ang.
  OneCompute troubleshooting conducted by Ian Navarette.

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

  I mentored the team on how to perform and troubleshoot domain controller OS upgrade and decommissioning. The team can now perform the process without assistance from me.

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

  No available trainings provided to the team, but as part of the project support, I learned how the AG and Storage replica works. How to build ESXI from scratch on a new physical server.

Manager Appraisal	Employee Appraisal
Comment:	Comment: As a Senior Engineer of the team one of my responsibilities is to train the team with the technology and tools used to perform our projects and BAU task. An example of these is the following: Troubleshoot the issue of failed hardening in OneCompute. The team now can continue using OneCompute. How to troubleshoot and resolve failed demotion of domain controller by using GUI or PS script. How to troubleshoot issues in Failover Clustering like removing of Quorum. The team was unable to build a new ESXI server for Dubai. Nick requested my assistance, and I was able to build and hand over to the team.

Project Support

- **No SLA change and problem breaches - Zero tolerance for these. The more there are in the individual areas, the more they cascade upwards.**
- **Mandatory training - Ensure all done and completed on time, zero breaches.**
- **Provide technical guidance and expertise on internal Project Support and the wider organization.**
- **Delivery of any assigned Project tasks to a high quality and on-time**

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

  No Change and Problem Incident breaches

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

  All mandatory training has been completed.

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

  Able to delivery Simplification Project for Nathan.
  Able to delivery 15 Failover Cluster to DBA team.
  Able to delivery 1 Failover Cluster with Storage Replication to Apps team.

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

  Managing and implementing Simplification Project - OS upgrade from Windows Server 2008, 2012 to 2022 & decommissioning.

Comment:

Comment: **Delivered Simplification Project - OS upgrade from Windows Server 2008, 2012 to 2022 & decommissioning.**

Upgraded 85 Domain Controllers from 2008/2012 to 2022 version.
Decommissioned 16 domain controllers.

Career

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

Section Summary

Manager Appraisal

Comment:

Employee Appraisal

Comment: My career aspiration is to become an SME for AWS & VMWARE.