



PERFORMANCE REVIEW LETTER

H1'23

To,

Akarsh Gajbhiye

Date : 31st Aug 2023

Overall Performance :

We are pleased to extend this performance letter for your commitment towards our mission to achieve Same-Day Delivery in India. You have performed with utmost **Ownership** and have raised the bar to work backwards to meet the customer needs.

We truly believe in challenging the status quo of the eCommerce brands. The way to do this is by building scalable technology, low-cost infrastructure & easy to use products that we're proud to recommend to our friends & family.

Market is changing rapidly, that means the user behavior is also changing. The only way to win in this rapidly changing environment is by consistently innovating & solving the problems of our customers.

Since inception we've worked upon numerous products & Same-Day Delivery is the one of the few products that we're proud of & believe that we'll innovate & further launch new products. The larger impact would touch 10,000+ brands by enabling them faster deliveries & empowering 10,000+ micro-entrepreneurs (franchises) providing livelihood to 1,00,000+ delivery partners.

Let's be the most customer centric company on this earth.

Mayank Varshney

Co-founder & CEO,

Blitz



SELF EVALUATION RESULTS:

	Customer Obsession	Bias for Action	Ownership	Insisting on Highest Standards	Cumulative
Self	4	5	5	5	4.75
Peer Rating	3.4	4.4	4.4	4.6	4

Performance Rating Index

Rating	Meaning	Performance Bonus %
1.0	Poor	0.0%
2.0	Improvement	0.0%
3.0	Good	10.0%
3.5	Good+	12.5%
4.0	Great	15.0%
4.5	Great+	17.5%
5.0	Outstanding	20.0%



Self Responses:

List the core projects you have completed in the past 6 months, along with the impact they've had on customer experience and the business.

Overwatch : Fuel Payout and Rider Payout Automation, Rider and Vendor Onboarding : Added transparency to the payout and daily earnings for a rider , build trust in company, eased the life of internal teams (ops, finance) who managed these items manually . Inventory And Warehousing : Streamlined Inventory Movements , introduced ST (Warehouse to warehouse inventory movement), Expiry and Tolerance controls where client have controls over the expiry and tolerance if items such that we do not ship an expired or near expiry product , : Client sided impact, with every inventory led client requests for inventory movements through panel, better tracking for movement, No bad items get outwards by us. Order and Channels : major bug fixes and retiral mechanisms , actively available on support to clients : seamless client experience.

How would you rate yourself on "Customer Obsession"?

★★★★★

Highlight a few instances of why you gave yourself a particular rating in "Customer Obsession"

Customer are the one of the first line of thought that I through whenever thinking of a bigger problem , how to solve the problem better for them and if my actions or support can help resolve their problem quicker.

How would you rate yourself on their "Bias for Action"

★★★★★★



Highlight a few instances of why you gave yourself a particular rating in "Bias For Action"

I am since actively working on client sided escalations in Order or Inventory related issues where a lots these minor issues, configurations or bugs delivers a bad experience to client, I step up to work with clients or end users for quick resolution , this is along with my current sprint requirements, I also find myself stepping in to help out fellow teammembers whenever they need support.

How would you rate yourself on "Insisting on Highest Standards?"

★★★★★

Highlight a few instances of why you gave yourself a particular rating in "Insisting on Highest Standards"

I strive to put in the best quality work because I find it redundant to work on something again just by investing a bit more time for a bug free and stable feature.

How would you rate yourself on "Ownership"

★★★★★

Highlight a few instances of why you gave yourself a particular rating in "Ownership"

I take high ownership of work I do and even whenever I can contribute . I am a huge believer that my work as a SDE is not just building features but to see if those or any related feature are fulfilling their objective to end user, in case where our systems fail to do so , I am always there in front line , especially for customer order, inventory and channel integration related issues , often putting extra effort to solve their problems , even after customer success engineer. For internal teams , I try to contribute if my assistance help solving issues or not , be it contributing and looking



at sarathy (overwatch) issues or issues during outwards and inwards for warehousing teams.

What have been your main weakness in the past 6 months and what are you doing to better on them.

1. Weak people skills , I could have been more productive if I could have delegated some of work to other people .

What have been your core strengths in the past 6 months, list examples of where you've seen yourself use them.

1.Quick customer or internal team support
2. Building Stable Features .
3. High Ownership , trying to lend a hand wherever possible.

Peer Responses:

How would you rate the team member on "Customer Obsession"?

Utkarsh Varshney : ★★ ★

Pranjal Dixit: ★★ ★

Saurabh Sinha: ★★ ★★

Anupam Panwar: ★★ ★

Gaurav Piyush: ★★ ★★



Highlight a few instances of why you gave the team member a particular rating in "Customer Obsession"

Saurabh Sinha: Akarsh can start by spending more time with KAM team and gain insights from them

Anupam Panwar: Need to work on it a bit, Initially with mindset for having more customer empathy

Gaurav Piyush: Good, Need a bit more proactive and overall need to change the mindset about customer empathy. Even a small call with client can teach us many thing

How would you rate the team member on their "Bias for Action"

Utkarsh Varshney : ★★★★★

Pranjal Dixit: ★★★

Saurabh Sinha: ★★★★★★

Anupam Panwar: ★★★★★★

Gaurav Piyush: ★★★★★★

Highlight a few instances of why you gave the team member a particular rating in



"Bias For Action"

Saurabh Sinha: Akarsh has executed many projects across many microservices well. He needs to continue this and gain an even higher level of understanding to be able to help & lead everyone.

Anupam Panwar: Great Bias for action

Gaurav Piyush: Great

How would you rate the team member on "Insisting on Highest Standards"

Utkarsh Varshney : ★★★★★

Pranjal Dixit: ★★★★★

Saurabh Sinha: ★★★★★

Anupam Panwar: ★★★★★★

Gaurav Piyush: ★★★★★★

Highlight a few instances of why you gave the team member a particular rating on "Insisting on Highest Standards".



Saurabh Sinha: - More focus on getting things "First Time Right" and also insisting on the same from others.

Anupam Panwar: Great for SDE-2, Next you can go ahead in mastering Design

Gaurav Piyush: Great.

How would you rate the team member on "Ownership"

Utkarsh Varshney : ★★★★★

Pranjal Dixit: ★★★★★

Saurabh Sinha: ★★★★★★

Anupam Panwar: ★★★★★★

Gaurav Piyush: ★★★★★★

Highlight a few instances of why you gave the team member a particular rating on "Ownership"

Saurabh Sinha: Has contributed to many projects and is applying himself to problems well.



Anupam Panwar: High Ownership level, Its time to start taking leadership stances and initiative in Projects.

Gaurav Piyush: Great

What should this person do differently?

Utkarsh Varshney : Full of ideas and knowlede , can bring more on the table . Way of communication is good , always keep things clear

Pranjal Dixit: Better understanding of the problem what is being solved. More speed in execution by managing his time better and not getting bogged down by small and trivial things.

Saurabh Sinha: - Focus on gettings things first time right - atleast functionally. This will greatly benefit in the long run as the products that you have launched will only require improvements and additions and wont hold you back in the next project

Anupam Panwar: 1. Upskilling yourself as better engineer in terms of design and good practices 2. Getting into some leadership roles, Mentoring your juniors, taking stance of lead engineer etc. 3. Developing user empathy more and questioning and thinking about Why more.

Gaurav Piyush: 1. Empathise with Client More and understand their problem. Customer is King! 2. Is Developing great now its time to get into leadership position more.