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Date:3/11/2021

Manager/Supervisor: Blair Doherty

**Monthly Performance Reflection (MPR)**

Name: Jess Beattie

Overview: *(what is the current operating context for the organisation/team?)*

Covid still around, being prepared for if we go in to lockdown.

**2. NEXT MONTH**

**1. LAST MONTH**

*Achievements against last month’s goals. How did you go? What went well? What didn’t?*

* *A lot of documentation done, helped David.*
  + *Will help the new starter a lot.*
* *Figured out the OLGA segment Id drop-off while on call that fixed the issue.*
* *Personal issues was causing a some stress towards the end of the month (be careful not to let that come through on the emails and tickets – get Blair to deal with frustrating customers).*
* *External vendors changed Bitzup required more urgent help to get them back up and running.*

*Challenges for the month ahead: business/operational, priorities, values/behaviours, main personal challenge.*

* *New starter Femi coming on Monday 8th*
* *Steph is doing more Kurt stuff but will still be helping on the service deks probably in to early next year.*



* IDP Review: *(and check back for shared understanding) Continuing to write a whole heap of documents and putting it in Zendesk guide. Have listed the certifications you are interested in.*

*Establish your agreed actions for box 2 – what will you keep doing, stop doing, start doing? What do you need to do in the next 48 hours to get started?*

* *Ticket count down as we start heading in to Christmas*
* *Agile training in December*

*From box 2, what is going well? What could hold you back? What are you missing? How is the pressure? What support might you need?*

* *Steph will probably go off on call and then it will be the 3 of us on it for a while.*
* *Giving easier tickets to Femi but if you give them a ticket you have to help them if they need.*
* *If you getting stressed let me know , even if personal and we can come up with a plan to help you through.*

**4. AGREED ACTIONS**

**3. CLARITY**

* Maybe have half a day each week for study???? Or 2-3 hours each Friday afternoon (eg. 1pm-4pm) – probably not going to be manageable at the mo with Steph doing training for Kurt’s role
  + Jess would prefer this at work rather than at home,
* Created another macro to use – “awaiting customer response” – seems to help get replies from people, sometimes still no reply so then I use the “customer not responding” macro which tells them the ticket will close in 4 days if still no response
  + Good customer experience shows we are trying to stay engaged and communicate.
* Getting great feedback from people – eg. Julie
  + Figuring out a profile issue , sometimes it the little things that make the biggest impact with customers.
* Don’t feel like I am progressing as fast or as much as I’d like
  + Planning on moving you to Senior in the new year, hopefully more time the new staff coming, still interested in the systems engineer stream.
* Have done a bit of study (pluralsight) in own time – haven’t got as far as I hoped.
  + Good that should help with your day to day tasks, weill work on more plural sight time during work hours as well, (have agile course coming up)
* Want to learn more naxt so I can better help with issues
  + Only way I have found that helps with that is to keep doing NAXT tickets and working with Sue,/ Play around in sandbox.
* Want to be able to know so much so that I can easily close tickets better
  + Just comes with repetition and experience, time, we can maybe look at some tragedy courses
* Continuing to create docs for users to help themselves – usage data for SQL error
  + This is exactly the type of stuff that will get you to Senior.
* Worked with Tim R for G3 calculator issues with Tim D and Helen
  + Great to learn a random program as it can sometime cross reference with something else.
* Figured out how to remove profile photo on o365 for Julie when she put on Grant’s photo by accident – used a powershell script
* Did my first price upload
  + Great skill to have and exposure to different applciations