**Performance Review – Completed / In Progress**

1. **Enhanced Query Management System** – *25%*  
   Improved the system by enhancing features and performance.
2. **Built UI Mock-ups** – *20%*  
   Designed user interface mock-ups to support planning and guide development.
3. **Ticketing System (In Progress)** – *30%*  
   Currently developing an internal ticketing system to streamline issue tracking and resolution.

**Target Completion:** By mid-June 2025

**Personal Development Plan**

1. **Learn About Job Card System** – *15%*  
   Plan to gain a deeper understanding of the Job Card System for future involvement.

**Target Completion:** *By end of July 2025*

1. **Assist in Testing After Development** – *10%*  
   Provide support during the testing phase to help detect errors and verify the system works correctly before deployment.

**Ongoing**, as needed when projects reach the testing phase.