2018 Goals and Objectives 

# Employee

| Employee Name | Rajshekar Potullah | Review Period | Mar 2018 – Dec 2018 |
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| Department | Managed Service | Supervisor | Kishore V |

# Teamwork – There is one CHR

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| Goals |
| * + Active involvement in all team meetings and gatherings organized including weekly team huddle sessions.   + Implement five effective characteristic of teamwork [ Shared Values, Mutual Trust, Inspiring vision, Skills and Rewards ]   + Maintain a high level of collaboration with Bangalore team and US.   + Enhancing Ticket Handling quality.   + Showing Positive attitude towards Team and being a Team Player.   Illustrate with an example as to how teamwork was achieved – One example per quarter |

# innovation

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| Goals |
| **Service Center**   * + **Identify, document and rollout** **one process improvement** before end of the year.   + Strive to **differentiate** the organization in the **marketplace.**   Illustrate with an example as to how Innovation was achieved. |

# Superior Customer Service

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| Goals |
| * Provide case update to the case requestor on a daily basis, follow-up on pending cases every 24hrs and make sure relevant case notes are updated. * Resolve 90% of the case in <=3 days. A report will be run via CRM to get the data. * Remove communication barrier by applying excellent verbal/written skills. * Exhibit Customer courtesy/etiquettes in handling calls/emails.   Illustrate with an example as to how Superior Customer Service was achieved - One example per quarter |

# Operational Excellence

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| Goals |
| * Conduct necessary cross trainings between Service Center and other managed service teams to help reduce ticket escalation within group. * Review various process documents bi-weekly for Fuze, Kinetix, Veeam backup, Traverse, Kaseya, CRM and others. * Timely entry of timesheet hours and submission on time. * Follow ITIL best practices in all aspects of incident management. * Attend meetings on time and respond to emails within 24 hours.   Illustrate with an example as to how operational excellence was achieved - One example per quarter |

# High Performance culture

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| Goals |
| * Participate in speech craft session thrice in a year * Complete one Certification within Dec 2018. * Complete one training every quarter from plural sight : * Microsoft MTA: Networking Fundamentals Part 1 * Practical Networking * Maintaining and Monitoring Windows Server 2016. * SharePoint Server 2013 Administration. * ACMT [ Apple Certified Mac Technician ] |