**Self / Evaluator - Feedback Form**

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| **Name: Sreeja**  **Employee ID: ATS-1148**  **Designation: Sr. Software Engineer**  **Reporting Manager/Lead: Rajeevan**  **Date of Joining: 13 May 2019**  **A. Task Based:** |

|  |  |  |  |  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- | --- | --- | --- | --- |
| **Sl. No.** | **Task/ project Description** | **Comments** | |  | | | **Evaluator** | | |
| **Self Rating (0-5)** | | | **Rating (0-5)** | | |
| **Self** | **Evaluator** | **Quality** | **Timeliness** | **Accountability** | **Quality** | **Timeliness** | **Accountability** |
| 1 | OpenCart | The task involved creating a payment gateway plugin for OpenCart using the N-Genius payment API.  Apart from the integration of the API, understanding the architecture & development procedures involved in working with OpenCart was an additional challenge. The assignment was completed as per schedule. |  | 3 | 3 | 3 |  |  |  |
| 2 | N-Genius Raise Invoice | This was one of the tasks assigned to me during my association with the NI team.  The main tasks involved  handling merchants(via phone call and screen sharing) and preparing checklists.  This was the first time I worked as a technical support agent and getting accustomed to the various processes involved was the main challenge here. Dealing with the clients wasn't much of an issue as I had prior knowledge of working on dedicated client projects. |  | 4 | 3 | 4 |  |  |  |
| 3 | NeO Raise Invoice | This was another task assigned to me during my association with the NI team.  The main tasks involved  handling merchants(via phone call and screen sharing) and preparing checklists. |  | 4 | 3 | 4 |  |  |  |
| 4 | Handling key merchants(TECOM) | Yet another task assigned to me during my association with the NI team.  The main tasks involved  handling merchants(via phone call and screen sharing) and preparing checklists.  Handling the large co. of checklists (21) was one of the main challenges involved with this project. |  | 4 | 4 | 4 |  |  |  |
| 5 | Merchant handling | Yet another task assigned to me during my association with the NI team.  The main tasks involved  handling merchants(via phone call and screen sharing) and preparing checklists.  Total : A total of 159+ merchants were invovled :- N-Genius merchants(151+) and ADCB(8+). |  | 4 | 4 | 4 |  |  |  |

**B. Behavioral & Managerial Skill:**

|  |  |  |  |  |
| --- | --- | --- | --- | --- |
| **Attribute** | **Self-Comments** | **Evaluator Comments** | **Self-Rating** | **Evaluator Rating** |
| **Rating** |
| Communication | I am able to convey my thoughts & ideas with all necessary details as well as follow the instructions given to me and I make it a point to ask questions whenever there is a lack of clarity. |  | 3 |  |
| Interpersonal & Teamwork | Teamwork is an integral part of any organization & I make every effort to maintain a good rapport with my colleagues. |  | 4 |  |
| Process Compliance | Adhering to the processes is one of the important tasks within the NI team & I believe I have managed it with very few lapses. |  | 4 |  |

**C. Soft Skills:**

|  |  |  |  |  |
| --- | --- | --- | --- | --- |
| **Attribute** | **Self- Comments** | **Evaluator- Comments** | **Self-Rating** | **Evaluator Rating** |
| Problem Solving | Dealing with ‘difficult’ clients was one of the main challenges I had during my tenure with the NI team.  I was able to deal with them by following the predefined protocols. I also made sure to escalate any issues that required involvement of higher officials. |  | 3 |  |
| Conduct/ Discipline | I have strived to maintain professional conduct & ensure due diligence in the tasks assigned. |  | 4 |  |
| Attendance and Punctuality | Always keep office timings and attending meetings |  | 3 |  |
| Attitude | I believe I maintain a healthy attitude that lives up to the expectations of the organization. |  | 3 |  |

**D. Project Evaluation**

1. **What were your responsibilities during your projects?**

**Self Evaluator**

|  |  |
| --- | --- |
| My responsibilities as a member of the NI team involved :- handling merchants(via phone call and screen sharing) and preparing checklists |  |

1. **What were the objectives of each project that you have worked on?**

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| --- | --- |
| As mentioned above. |  |

**3. Were the objectives met? If no, please specify the reason?**

|  |  |
| --- | --- |
| Yes |  |

**4. What did you find most difficult?**

|  |  |
| --- | --- |
| Dealing with ‘difficult’ clients was one of the main challenges I had during my tenure with the NI team.  I was able to deal with them by following the predefined protocols. I also made sure to escalate any issues that required involvement of higher officials. |  |

**E. Evaluator Comments:**

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| --- |
| Additional Feedback if any: |

Acknowledgement:

Signature Signature

Date Date