

2019 OND Anniversary

Employee Information

Employee: Abdul Haseeb Syed
Employee PERNR: 50280433
Performance Reviewer: Arvind Singh
Validity Period: 01.01.2019 to 31.12.2019
Status: Completed
Substatus:

Additional Employee Data

Job Name: *Default Job Name
Preferred Name:
Country: India
SBU: DCX
Local Organization:
Global ID: 1284826
N/A:

Predefined Objectives

Quality of Delivery

Description:

Code or program delivered

- should function as per design specification / user stories / requirements
- development and deployment to be as per best practices as defined by Technical lead or Architect in the project

Review and testing :-

- should be able to capture maximum defects during self review and self testing
- should be able to understand and minimize defects in the program developed rather than finding those & spending time for fixing

Defect Density/Variance as per published PCB guidelines for the technology

No. of defects due to code not functioning as per specification should be within acceptable range as set by the Lead / Manager in the project

Tickets or tasks or defects reopened < 10%

Weighting:

30

Employee Mid-Year Assessment:

Reviewer Mid-Year Assessment:

Employee Year-End Assessment:

Tickets which i've worked up have been closed with proper justifications and no Re-Opens were made.

Reviewer Year-End Assessment:

Achieved

On Time Delivery

Description:

22.01.2020

2019 OND Anniversary

Schedule Variance within the published PCB guidelines for the defined technology

- Should complete tasks / tickets within planned task completion timelines in the project

Analysis of issues and resolution of tickets as per defined SLAs

- complete debugging and defect fixing within the time agreed with Lead / Manager

Weighting:

30

Employee Mid-Year Assessment:

Reviewer Mid-Year Assessment:

Employee Year-End Assessment:

Adhered to SLA on the tickets which came across on my bin and worked through it to achieve the Optimum point.

Reviewer Year-End Assessment:

Achieved

Compliance

Description:

100% Compliance to Engagement/Organizational/ Local and Group Policies/ Standards /Processes/core values

Weighting:

10

Employee Mid-Year Assessment:

Reviewer Mid-Year Assessment:

Employee Year-End Assessment:

Strictly Adhered to Capgemini and GE Company Policies and never broke it along.

Reviewer Year-End Assessment:

Ok

Self Development

Description:

Training Hours> 40 hrs (Mandatory 90% to be technical training) excluding Fresher's training

No escalation received on Project acceptances, role and behavior

Weighting:

30

Employee Mid-Year Assessment:

Reviewer Mid-Year Assessment:

Employee Year-End Assessment:

Apart from handling normal L2 Ops, Focused on enriching SQL Fine Tuning and best possible ways to get the work completed efficiently.

Reviewer Year-End Assessment:

Good Work

2019 OND Anniversary

Individual Objectives

Project Delivery Excellence

Description:

*** Sub Goals ***

Closure of tickets

SLA adherence

Improvements in efficiencies in the area of work

Expanding the expertise in one / more areas of work to enhance the support provided

Monitoring of the services

*** Measurement Criteria ***

No. of tickets closed

No. of tickets reopened

Overall SLA Adherence - 100%

SLA improvements

No. of modules that can be supported by the individual

Weighting:

50

Employee Mid-Year Assessment:

Reviewer Mid-Year Assessment:

Employee Year-End Assessment:

SLA and Closure of tickets were maintained in a wisely manner. Currently gaining expertise towards both the Applications on this project.

The Tickets Closure Count - 100+

Reviewer Year-End Assessment:

Abdul has helped to maintain minimum backlog in ticketing front.

2019 OND Anniversary

Process Excellence

Description:

*** Sub Goals ***

- # Adherence to SRA / Guidelines /standards defined at the project level based on the customer specifications and project needs.
- # Adherence to standards defined at the project level based on the customer specifications and project needs for the activities owned such as Incident resolution, CC, RCA, Monitorings etc.
- # Adherence to project practices such as submission of time sheets, Effort Logging, ServiceNow updates, exercising the escalation mechanisms on time, submission of reports etc.
- # Contribution towards process improvements at the project level

*** Measurement Criteria ***

- # Effort Logging on time in the project defined template/System
- #Updating the Analysis & Resolution in ServiceNow
- Managing CC without leading to Non Compliance
- #No. of audit report observations that are attributable to individual tasks
- Completing Timesheets, Mandatory Trainings, and any other assigned task without followups or reminders

Weighting:

25

Employee Mid-Year Assessment:

Reviewer Mid-Year Assessment:

Employee Year-End Assessment:

Took proper SRA Transition from Higher Expertise teams and utilized in our daily cases reducing the TAT and achieving the Customer Happiness.

Was awarded as "Customer Delight" for the Year 2019.

Reviewer Year-End Assessment:

He is high performer within Team.

Professional Development

Description:

*** Measurement Criteria ***

- # No. of trainings attended to fulfill competency gaps of current role
- # No. of knowledge sharing sessions conducted
- # Certifications acquired - 'XX'
- # Min. 5 person days of training per person per year (Incl 1 Behavioral) Trainings

Weighting:

25

Employee Mid-Year Assessment:

Reviewer Mid-Year Assessment:

Employee Year-End Assessment:

- No.of training attended to fulfill competency gaps of current role - 10
- No. of knowledge sharing sessions conducted - 8
- # Certifications acquired - 5

Reviewer Year-End Assessment:

He is sharing his knowledge to team and doing good analysis.

2019 OND Anniversary

Input Individual Objective Here

Description:

Weighting:

0

Employee Mid-Year Assessment:

Reviewer Mid-Year Assessment:

Employee Year-End Assessment:

Reviewer Year-End Assessment:

Input Individual Objective Here

Description:

Weighting:

0

Employee Mid-Year Assessment:

Reviewer Mid-Year Assessment:

Employee Year-End Assessment:

Reviewer Year-End Assessment:

Financial KPI's

Utilization

Description:

Self Utilization (ARVE)

KPI Target:

>75%

KPI Actual:

2019 OND Anniversary

Contribution Margin

Description:

KPI Target:

KPI Actual:

Sales

Description:

KPI Target:

KPI Actual:

Revenue

Description:

KPI Target:

KPI Actual:

Late Timesheets

Description:

Zero MTS

KPI Target:

0

KPI Actual:

2019 OND Anniversary

Other 1

Description:

Self Utilization (URVE)

KPI Target:

> 60%

KPI Actual:

Other 2

Description:

KPI Target:

KPI Actual:

Other 3

Description:

KPI Target:

KPI Actual:

2019 OND Anniversary

Competency & Career Development Plan

Click here to review and assess the competencies for your current role: "Talent Review Profile".
In the field below, indicate your training objectives (for competency and career development) for current and future potential roles.

Competency & Career Development Plan

Description:

It's already been an year and going in this healthy organisation, I'm getting good amount of opportunities to get hands on current project, Attending KTs which is helping me in acquiring technical and professional skills.

I'm focused to learn new technologies which are based on Cloud, Big Data and Data Analytics and looking to achieve Certification on either of the above technologies related project.

I'll utilize the full potential of Capgemini Learning Portal to gain knowledge and get the required hands on done as per the training.

Employee Mid-Year Assessment:

Reviewer Mid-Year Assessment:

Employee Year-End Assessment:

This Year made me to achieve and build my skills both Professionally and Technically.

Attended Salesforce Dev / Admin Training Workshop and upgraded my skills on new CRM technology.

Attended Functional KT Calls from FOs which made me get the application flow at a higher visibility.

I'm glad that for the Year 2019 been awarded as " Customer Delight " for outstanding performance and client relationship hold-up.

Looking forward to Gain - Evolve - Adapt - Strike on any technology which i try to work upon.

Attaching few citations received through out the Year 2019.

Reviewer Year-End Assessment:

Abdul is high performer in Team and has good command in reducing Ticket backlog.

Career Aspirations

Description:

Employee Mid-Year Assessment:

Employee Year-End Assessment:

2019 OND Anniversary

International Mobility

Please indicate if you are interested in working on international projects, should the opportunity arise. If you are, please indicate if you would be willing to work abroad on either a temporary or permanent basis, and the maximum length of assignment you would consider.

Expressing an International interest will not guarantee an International project.

Description:

For International Projects, I'm happy to work in any Continent in abroad, As i can learn the tactics and strategy which is been followed over there and will give max potential to support the team towards the assigned project.

Employee Mid-Year Assessment:

Employee Year-End Assessment:

Enriching my skills towards multi level technologies and open to learn / utilize on current projects by having the zeal to travel across the Globe in being a fast learner tag.

Also, I'm hoping to bag a OnSite Opportunity.

Overall Mid-Year Assessment

Your assessment should reflect compliance with our Code of Business Ethics and other Group policies, and demonstrate behaviours in line with the Group's values

Overall Mid-Year Assessment

Employee Mid-Year Assessment:

Reviewer Mid-Year Assessment:

Overall Year-End Assessment

Your assessment should reflect compliance with our Code of Business Ethics and other Group policies, and demonstrate behaviours in line with the Group's values

2019 OND Anniversary

Overall Year-End Assessment

Employee Year-End Assessment:

PFA Citations Attached.

Reviewer Year-End Assessment:

Abdul is highly competent person and highly curious to acquire knowledge 24/7. During his shift AM ticket count has become Zero multiple times.

1. He is also resolving tickets across INTL/AM application.
2. He is good in doing data load and analysis too.
3. He is role model in team for taking ownership and challenges.
4. He has got multiple appreciation from Client and Manager.
5. He also has tried his hands in few automation.
6. He needs to come up with one Automation per month and should gain expert knowledge in CRM functionalities.
7. He needs to come up with solution on defects raised by Client.

Work/Life Balance Discussion Held?:

Yes

Yes, Balanced.

Employee Signoff comments:

Yet an year with great opportunity, fabulous memories and many more to come....

Ratings

Calibrated Ratings

Performance Rating:

1

Career Track:

Experience in role: