Torres, Roberto Corrales

Web Designer IV

Manager: Brian Smith
Evaluated by: John Muka

2017 Performance Review

Organization : ST Technology Strategy - Placeholder 1
(Brian Smith)

Location: 121 Theory, Suite 100, Irvine, CA

01/01/2017 - 12/31/2017

Overall 2017 Employee Rating

Calculated Rating:	1.28
Rating:	1 - Exceptional Contribution
Comment::	Roberto has provided a UX expertise and UI development in nearly every new critical path LoanSphere project in 2017. Has been dedicated to PCN, LSLM 3.0 and FTA. Additionally he has also provided UI/UX guidance to BTPP, LWD and BK Ledger. Has developed a UX design process that will help elevate LoanSphere to the next level in modernization. He is constantly bringing new ideas and creative process to the teams he works with. His UI/UX process and material have been used by PCN, LSLM, FTA, BTPP and BK Ledger and he his highly sought by those teams to provide guidance, CSS styles, wireframes and mockups, prototypes and feedback on UIs. Doesn't just do the work but also drives the team forward with creative processes and constantly pushes the team to put our customers first when designing products. He takes complete ownership of the UI process and takes initiative to be a leader on any project he works on by leading JAD sessions, design meetings, and demos. He is able to work without any supervision on the most complex projects and has complete latitude to make independent judgment.
	It has been hard to hire other people who possess the skillset that Roberto and he played a lead role in interviewing candidates and making a great hire for another web designer who has turned out to be an excellent resource on the FTA and LSLM projects.
	Roberto is also ready to move to the next level as a Web Designer IV. He has been performing at this level for the entire year and is now working in even more of a leadership role as he coaches and assigns work to the new web designer

Calculated Rating:	2.28
Rating:	2 - Significant Contribution
Comment:	I enjoy my work and look forward to growing awareness of User Experience principles, practices and patterns within Black Knight.

Acknowledgment

Manager

Entered by :	John Muka	**Date:**	03/12/2018
Status:	Acknowledge		
Comment:			

Employee

Entered by :	Roberto Torres	**Date:**	03/07/2018
Status:	Acknowledge		
Comment:	It's been a pleasure working for John Muka as a part of Brian Smith's group. I am very grateful for the appreciation shown to me by Black Knight. I will continue to do my best to improve the User Experience of as many products as I can.		

Black Knight Core Values

Black Knight Values

KNOWLEDGE

We recognize knowledge to be an invaluable enterprise asset. Where knowledge is gained, it adds value to our products and solutions; and when it is shared, it provides a competitive advantage for our company and our customers. We are committed to continuous learning and constantly exploring new ways to enhance and deepen our experience, education and expertise.

NOBLE

We seek to always do what is right – without compromise – and do not hesitate to question anything less. We foster a climate of integrity, ethical conduct and responsibility. With character and courage, we take accountability for our actions to earn the honor of being a Knight and the leader in our industry.

INNOVATION

We strive to be the premier provider of technology to the mortgage industry, innovating in the areas of people, processes and technology to benefit our company and our clients. We are committed to responding to clients' needs and exceeding their expectations.

GROWTH

We pursue growth and continuous improvement to exceed the standards of excellence stakeholders expect of Black Knight. We value leadership, and we recognize and reward exceptional performance. We strive to create an enjoyable workplace that inspires innovation, improves productivity and supports advancement.

HONESTY

We believe open and honest business practices make for the best relationships and build foundations of trust. Honesty is our framework for making decisions company-wide. When we deal honestly with others, we are all motivated to be our best.

TEAMWORK

Mindful of our diversity, we realize we're stronger united than we are as individuals. We collaborate as teammates and we support and respect our co-workers. We learn from our mistakes and we have fun celebrating our successes together.

SERVICE

We never lose sight of the fact that serving our clients is a privilege – something we strive to earn every day. We form trusted relationships and are committed to delivering the industry's premier solutions and support. We believe in being a good corporate citizen and are committed to supporting the communities where we work and live.

Section Summary

Rating:	1 - Exceptional Contribution	Rating:	2 - Significant Contribution
Comment:	Roberto's commitment to Black Knight values are seen daily as he has lead multiple teams through complex requirements and implementations of User interface design in order to provide our clients with the best possible User Experience. He consistently provides open and honest feedback to his peers, managers and business partners, which challenges the team to come up with product designs that will meet our clients needs and strengthen Black Knight's position in the market.	Comment:	The level of quality that our software must achieve, as well as the complexities we try to solve, can only be accomplished by a team. In order to facilitate good teamwork, I focus on honest, straightforward communication to more effectively exchange ideas and intentions. I also provide clarity through the education of user experience principles to my teammates and members of other teams/projects that reach-out to me for guidance. Moreover, I continue to write as a Black Knight Guru for User Experience, potentially educating and influencing all Black Knight teams.
			Higher expectations for more modern/ contemporary interfaces continue to challenge me to create more refined solutions. This, in turn, pushes me to continue to learn and renew my skills by reading articles, attending seminars, and contributing to my professional association in order to grow my technical and professional skills.
			My main objective is to provide the best experience for our users. This sometimes forces me to take a contrary stance against my own teammates in order to better serve our users, but regardless of how it affects my popularity, I am still compelled to be a user advocate. I cannot fathom a better way of serving our clients than to serve the users of our products, which ultimately affects our clients' bottom line.

Goals

Contribute to the BKFS Guru (UX) Blog

Continue writing posts for the BKFS Guru blog program related to User Experience.

Due Date:	12/31/2017	Status:		Completion Date:	12/31/2017

Completed

Category: RiskQuality

Rating:	**2 - Significant Contribution**
Comment:	Roberto contributes to the Guru Blog in addition to his normal job responsibilities, and much of what he contributes in the blog translates into information that is relevant for the team's working the products

Rating:	**3 - Valued Contribution**
Comment:	I continue to write posts that are relevant to software design and development. I am the sole UX Guru for Black Knight

Design the User Experience for LoanSphere Financial Transaction Administration (FTA)

Create wireframes and prototypes that align with the business needs to provide a seamless, comprehensive, and intuitive user experience for the Financial Transaction Administration project.

Due Date: 12/31/2017   Status: Completed   Completion Date: 12/31/2017

Category: Quality

Rating:	**1 - Exceptional Contribution**
Comment:	Roberto did a phenomenal job defining the UI design for FTA. He lead multiple teams through the design phase to develop a very complex design. He also interviewed and helped to hire another web designer whom he quickly onboarded and developed a process between the two which moved the project forward significantly.

Rating:	**2 - Significant Contribution**
Comment:	This project is still ongoing - planned completion in 2018.

Design the User Experience for LoanSphere Payment Change Notifications (PCN)

Create wireframes and prototypes that align with the business needs to provide a seamless, comprehensive, and intuitive user experience for the Payment Change Notification project.

Due Date: 08/31/2017   Status: Completed   Completion Date: 08/04/2017

Category: Quality

Rating:	**1 - Exceptional Contribution**
Comment:	On a moments notice Roberto was pulled to work on the PCN project where he had to travel to participate in intense collaboration on an unfamiliar business domain with teams that he had little or no exposure to. Roberto lead the teams through very a agile design process and was critical to getting the PCN product delivered on a very short timeline.

Rating:	**2 - Significant Contribution**
Comment:	This project is currently undergoing work for a second release. I was heavily involved in the first release.

Learn to Style React.js

Learn tools, best practices and patterns for styling applications developed in React.js (Bankruptcy Payment Changes Notices, Financial Transaction Administration, and Loss Mitigation) to guide development.

Due Date: 12/31/2017   Status: Completed   Completion Date: 11/30/2017

Category: Value

Rating:	2 - Significant Contribution	Rating:	3 - Valued Contribution
Comment:	Roberto quickly learned a new technology and was able to be very productive in styling components built for FTA and PCN.	Comment:	I have helped development teams in their work by styling components and providing standardized code for use in their projects.

Set UI Standards

Provide a set of standards (samples and examples) for UI design (via mockups & storyboards) and implementation (via Cascading Style Sheets) for the applications in our group (Bankruptcy Payment Change Notices, Loss Mitigation, Bankruptcy Trustee Payments, Financial Transaction Administration, Bankruptcy Trustee Payments, and others)

Due Date: 12/31/2017   Status: Completed   Completion Date: 11/28/2017

Category: Quality

Rating:	1 - Exceptional Contribution	Rating:	2 - Significant Contribution
Comment:	Roberto takes complete ownership in the UI/UX process for all applications that he is involved with and multiple teams rely on him heavily for guidance and support. He takes initiative to publish guidelines, sample content, blog posts and meetings to review standards.	Comment:	The first set was sent in November, but this is will continue to be be updated to provide the teams with a fuller set of controls and UI guidance.

Section Summary

Calculated Rating: 1.4
Rating: 1 - Exceptional Contribution

Calculated Rating: 2.4
Rating: 2 - Significant Contribution