



Ahmed, Hafiz Muhammad Usman

Annual Performance Review -
Technical

Associate Software Engineer
Manager: Muhammad Nazim
Evaluated By: Umair Afzal

Organization: Billing Payments (Muhammad Nazim)
Location: Lahore
11/06/2023 - 11/06/2024

Overall

Manager Overall Evaluation

Calculated Rating: 3.42

Rating: Meets Expectations

Comment: Overall, Usman Ahmed consistently performs his duties with competence, meets quality and timeliness expectations, and demonstrates a commitment to improvement. His technical skills, proactive problem-solving, and collaboration have positively impacted CureMD's goals. Continued development in SLA management and advanced SQL will further enhance his role within the team, positioning him well for continued success and growth.

Additionally, he has integrated custom plugin for CKEditor 5 in 11x.

Technical Skills:

- .NET Core (Intermediate)
- SQL (Intermediate)
- Angular (Intermediate)
- Crystal Report

Areas for Development:

SLA Compliance: Usman has managed a high volume of live issues and L3 requests but can further enhance his performance by reducing SLA breaches. Emphasis on proactive time management will help in meeting SLAs more consistently.

SQL and DSA Proficiency: While Usman has successfully applied his knowledge in reporting and development, advancing his skills in SQL complex queries and Data Structures and Algorithms (DSA) will enhance his ability to write more optimized, efficient code.

Career Goals

Improve Proficiency in DSA: Usman plans to allocate time during sprints to study DSA and requests support for structured learning through a paid course.

Optimize Code Efficiency: By applying DSA principles, Usman aims to produce higher-quality, performance-driven solutions and continuously review and refine his code.

Acknowledgement

Manager

Entered by: **Date:**

Status:

Comment:

Employee

Entered by: Usman Ahmed **Date:** 11/06/2024

Status: Acknowledge Review

Comment:

Goals

Enhance Expertise in Crystal Reports

- Focus on deepening my understanding and practical application of Crystal Reports. Utilize the knowledge gained through Crystal Reports training to implement reporting solutions effectively within CureMD.
- Work on new user stories to improve reporting functionalities, ensuring accurate and efficient reporting processes.
- Collaborate with other teams and stakeholders to address reporting issues, resolve bugs, and optimize reports for better performance. Provide guidance and support to other teams for setting up and using Crystal Reports to ensure a smooth workflow.
- Concentrate on delivering high-quality reports by identifying, analyzing, and fixing any bugs, regression issues, or live issues related to Crystal Reports.

Due Date: 10/01/2024 **Status:** Completed - Meets Expectations **Completion Date:** 10/01/2024

Category: Performance Objective, Development Objective

Organization Alignment:

Manager Evaluation

Rating: Meets Expectations

Comment: He has effectively utilized his training to implement reporting solutions and worked diligently on user stories to enhance reporting functionalities. His collaboration with other teams and stakeholders has been instrumental in resolving bugs and optimizing reports for better performance.

Employee Evaluation

Rating: Meets Expectations

Comment: I have made significant progress in applying my Crystal Reports knowledge within CureMD's reporting systems. My key accomplishments include:

- **Reports Domain Work:** Successfully completed 16 user stories focused on improving reporting functionalities and enhancing CureMD's Reports Domain.
- **Collaborative Work:** Worked closely with the EHR and Labs teams to deploy the "email/fax - save in db" security task, improving reporting security.
- **Bug Resolution:** Resolved 28 regression bugs impacting report stability, ensuring smooth operations.
- **Support Work:** Handled 30 L3 requests and resolved 11 live issues, minimizing disruptions and improving the reporting system.
- **Crystal Reports in Angular:** Successfully integrated and ran Crystal Reports within Angular, modernizing reporting capabilities.
- **Team Assistance:** Helped multiple teams set up Crystal Reports, reducing technical barriers and ensuring smooth onboarding for other developers.

Ensure CureMD Security by Prioritizing and Resolving Critical Fixes

- Maintain the security and integrity of the CureMD application by identifying and resolving critical security issues on priority.
- Implement security improvements across different components of the system, ensuring data protection and adherence to best practices.

- Collaborate with teams to deploy security solutions quickly and efficiently, minimizing potential risks and vulnerabilities.

Due Date: 06/01/2024 Status: Completed - Meets Expectations Completion Date: 06/01/2024

Category: Process & Compliance Objective, Development Objective
Organization Alignment:

Manager Evaluation		Employee Evaluation	
Rating:	Meets Expectations	Rating:	Meets Expectations
Comment:	He effectively addressed critical security issues on priority, ensuring timely resolutions. His collaborative efforts with teams to implement security improvements and deploy solutions quickly have been key to minimizing risks and safeguarding the system.	Comment:	I took immediate action to resolve security vulnerabilities and contributed to significant improvements in data protection across CureMD. Key accomplishments include: <ul style="list-style-type: none">• Email/Fax Security Fix: I deployed the critical security fix in collaboration with multiple teams to save email and fax documents directly in the database instead of on the server, significantly enhancing data security and reducing potential vulnerabilities.• CureMD Lite Version: I played a crucial role in developing a lite version of the CureMD application on an extremely tight deadline. This version serves as a secure backup in case of any issues with the main application, adding an extra layer of security and business continuity.• Superbill Image Security: Another significant contribution was saving the superbill image directly in the database instead of on the server. This change enhanced the security of sensitive documents and minimized the risk of unauthorized access.• ASP Pages Authorization: I took proactive measures to authorize unauthorized ASP pages within the CureMD application, ensuring that only authorized users could access sensitive parts of the system, further tightening security.

Transition from CKEditor 4 to CKEditor 5 in Angular

- Migrate the application from CKEditor 4 (which was used in the previous .NET version) to CKEditor 5 for the new Angular version.
- Address challenges and differences between the two versions, including missing functionalities and obsolete features in CKEditor 5.
- Ensure that all existing features, such as non-editable spans and form fields, are replicated or enhanced using custom plugins in CKEditor 5.
- Ensure smooth integration of CKEditor 5 within the Angular framework without affecting existing workflows.

Due Date: 09/01/2024 Status: Completed - Completion Date: 09/01/2024

Exceeds
Expectations

Category: Development Objective

Organization Alignment:

Manager Evaluation

Rating: **Exceeds Expectations**

Comment: He tackled the challenges of missing functionalities and obsolete features with a clever approach, developing custom plugins to replicate and enhance key features. His seamless integration of CKEditor 5 within the Angular framework ensured a smooth transition without disrupting existing workflows, showcasing his problem-solving skills and attention to detail.

Employee Evaluation

Rating: **Exceeds Expectations**

Comment: The transition from CKEditor 4 to CKEditor 5 was far from straightforward, as CKEditor 5 lacked many essential features we relied on in CKEditor 4. Despite these challenges, I worked diligently to find solutions, often needing to develop new features from scratch to ensure that the functionality we depended on was preserved.

- **Non-editable Spans Challenge:** One of the biggest obstacles was CKEditor 5's inability to handle non-editable spans, which were crucial for our letter templates. After many attempts to resolve this with built-in options, I developed a custom plugin to insert these spans as widgets, ensuring the templates could be used as required.
- **Form Fields Issue:** CKEditor 5 no longer supported built-in forms, another critical feature for our application. To address this, I designed and built custom plugins for text fields and both single and multi-select dropdowns. The process required extensive troubleshooting to ensure that the form fields could be both added and edited seamlessly.
- **Overcoming Integration Issues:** Integrating CKEditor 5 into Angular presented numerous technical challenges, particularly in maintaining user experience while updating to a more modern framework. Through persistent effort, I managed to integrate the editor smoothly, ensuring full compatibility with the application's needs.
- **Hard-Earned Success:** This project required deep problem-solving, long hours of debugging, and a commitment to maintaining the functionality our users rely on. Despite the difficulties, I successfully completed the transition, exceeding expectations by not only replicating but improving the editor's functionality.

Use Angular Best Practices to Develop User Stories and Contribute to the 11x Version of CureMD

- Apply Angular best practices to ensure scalable, maintainable, and efficient development of user stories.
- Contribute to the advancement of the new 11x version of CureMD by integrating modern Angular practices and ensuring robust functionality across key modules.
- Develop and configure critical components related to reports module to meet business needs and enhance user experience.

Due Date: 10/01/2024 Status: Completed - Meets Expectations Completion Date: 10/01/2024

Category: Performance Objective, Development Objective
Organization Alignment:

Manager Evaluation

Rating: **Exceeds Expectations**

Comment: Usman Ahmed has met expectations in applying Angular best practices to ensure scalable and maintainable development of user stories. His collaboration with the application improvement team has been commendable, ensuring adherence to best coding practices, which resulted in almost no findings during code reviews. His efforts in advancing the 11x version and developing critical components for the reports module have significantly enhanced the user experience.

Employee Evaluation

Rating: **Meets Expectations**

Comment: I have consistently applied Angular best practices to improve the functionality and maintainability of CureMD's 11x version. Key contributions include:

- Crystal Reports Integration: Integrated Crystal Reports seamlessly with Angular, allowing for dynamic and interactive reporting functionality within the 11x version.
- Consents Project: Successfully completed the development of the Consents module, including both Consents Templates and Patient Consents, ensuring the system is flexible and user-friendly.
- Payment Receipt Report: Developed a new payment receipt report and integrated it with the centralized email system, allowing users to email the receipt directly to patients with the click of a button.
- CKEditor 5 in Angular: Configured and developed CKEditor 5 in Angular, overcoming various challenges and ensuring smooth integration and enhanced user experience.
- Letters Project: Developed the Letters module in Angular, contributing to the overall improvement of the application's functionality and supporting the needs of users effectively.

Section Summary

Manager Evaluation

Calculated Rating: 3.5
Rating: Meets Expectations
Comment: Key Achievements:

Employee Evaluation

Calculated Rating: 3.25
Rating: Meets Expectations
Comment: Total User Stories: 66

- **User Stories Completed:** Successfully completed 66 user stories totaling 222 story points, showcasing a solid capacity to handle a substantial workload.
- **Quality of Work:** Maintained a low bugs-to-story point ratio of 0.09 by resolving 20 user story bugs, reflecting a high level of attention to detail and commitment to quality.
- **Live Issues Resolved:** Addressed 11 live issues, with 3 instances where the Service Level Agreement (SLA) was breached. While the majority were resolved within acceptable timeframes, there is room for improvement in adhering to SLA requirements.
- **L3 Requests Handled:** Managed 30 Level 3 requests with 4 SLA breaches. Continued focus on timely resolutions will enhance overall service effectiveness.
- **Regression Bugs Resolved:** Resolved 28 regression bugs, contributing to system stability and reliability.

Areas for Development:

- **SLA Compliance:** To further enhance performance, a focus on reducing SLA breaches in live issues and L3 requests is recommended. Implementing time management strategies and proactive monitoring can help achieve this goal.

Conclusion:

Overall, Usman meets the expectations of their role by consistently performing duties effectively and contributing positively to the team's objectives. With continued emphasis on SLA adherence and maintaining quality work, Usman will further solidify their valuable role within the team.

Total User Story Points: 222

Total User Story Bugs: 20

Bugs/Story Point Ratio: 0.09

Total Live Issues Resolved: 11 (SLA Breached - 3)

Total L3 Requests: 30 (SLA Breached - 4)

Total Regression Bugs Resolved: 28

Queries:

Bugs/Stories: https://devops.curemd.com/CureMD10g/11g/_queries/query/397be184-e687-4cb4-b869-7a90189b0377

Stories: https://devops.curemd.com/CureMD10g/11g/_queries/query/ed7dc9db-7c7d-4eee-9ead-bcd9e27d045f

Live Issues: https://devops.curemd.com/CureMD10g/11g/_queries/query/237f637c-e441-443c-8ad9-89442585526e

L3 Requests: https://devops.curemd.com/CureMD10g/11g/_queries/query/07de26cf-d015-4b7b-8fc7-a517d1b23ee9

Regression Bugs: https://devops.curemd.com/CureMD10g/11g/_queries/query/c7a82676-98b6-49f6-8dda-cd72b3654235

Competencies

Continuous Learning

Assesses own strengths and weaknesses. Pursues training and development opportunities. Seeks feedback to improve performance. Shares expertise with others. Strives to continuously build knowledge and skills.

Manager Evaluation

Rating: Exceeds Expectations

Comment: Usman Ahmed consistently seeks opportunities for growth, pursuing training and development to enhance his skills. He actively shares his expertise with the team, contributing to a collaborative learning environment.

Employee Evaluation

Rating: Meets Expectations

Comment: I have consistently demonstrated a commitment to continuous learning and skill development by acquiring new knowledge and applying it effectively in my work. Some key achievements include:

- Integrated CKEditor 5 with Angular, including custom plugin development.

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 - Completed the "SSHP001 - Healthcare Data Security, Privacy, and Compliance" course.
 - Learned and implemented best practices in Angular, including RxJS and naming conventions.
 - Gained proficiency in CureMD's localization system.
 - Learned and used CureMD's centralized email system.
 - Learned and implemented HTML to PDF conversion using HiQPDF.
 - Gained expertise in the School Forms Module (MVC framework) and implemented it successfully.
- Completed the "SSHP001 - Healthcare Data Security, Privacy, and Compliance" course.
 - Learned and implemented best practices in Angular, including RxJS and naming conventions.
 - Gained proficiency in CureMD's localization system.
 - Learned and used CureMD's centralized email system.
 - Learned and implemented HTML to PDF conversion using HiQPDF.
 - Gained expertise in the School Forms Module (MVC framework) and implemented it successfully.

Customer Service

Displays courtesy and sensitivity. Manages difficult or emotional customer situations. Meets commitments. Responds promptly to customer needs. Solicits customer feedback to improve service.

Manager Evaluation

Rating: **Meets Expectations**

Comment: Usman Ahmed consistently provides reliable and effective customer service. He promptly addresses customer needs, manages difficult situations with professionalism, and meets his commitments. His ability to resolve live issues and handle L3 requests has been key to maintaining smooth operations and high customer satisfaction.

Employee Evaluation

Rating: **Meets Expectations**

Comment: I have consistently demonstrated a strong commitment to customer service by addressing customer needs promptly and effectively. Key contributions include:

- Resolved 11 live issues, ensuring minimal disruption for users.
- Handled 30 L3 Requests, providing timely and effective solutions.
- Provided over 2 months of night shift support for the ADPH Project, demonstrating flexibility and dedication.
- Successfully deployed a major change involving saving PDFs in the database before email/fax, in collaboration with the Customer Success team.
- Played a major role in developing a lite version of the CureMD application to serve as a backup in case of issues with the main application, completing this on a very tight deadline.

Planning & Organization

Integrates changes smoothly. Plans for additional resources. Prioritizes and plans work activities. Sets goals and objectives. Uses time efficiently. Works in an organized manner.

Manager Evaluation

Rating: **Meets Expectations**

Comment: He effectively manages sprint planning,

Employee Evaluation

Rating: **Meets Expectations**

Comment: I consistently plan and organize my work to

ensuring tasks are completed on time and urgent issues are prioritized. His ability to break down work into smaller, manageable tasks and maintain transparency on the Scrum board ensures clarity and alignment with team goals.

ensure smooth integration of changes and efficient use of time. Key examples include:

- Effectively managed planning for each sprint, ensuring that tasks were completed on time.
- Prioritized urgent security issues to address critical needs swiftly.
- Organized work into smaller tasks for clarity and better focus.
- Regularly posted time and progress on the Scrum sprint board, ensuring transparency and alignment with team goals.

Problem Solving

Develops alternative solutions. Gathers and analyzes information skillfully. Identifies problems in a timely manner. Resolves problems in early stages. Works well in group problem solving situations.

Manager Evaluation

Rating:

Meets Expectations

Comment:

He consistently applies analytical thinking and creativity to solve complex problems.

- He has demonstrated strong problem-solving skills by identifying and resolving challenging live issues,
- Integrating new technologies like CKEditor 5, and addressing complex reporting issues with careful analysis and effective solutions.
- His proactive approach ensures that problems are resolved in a timely manner, maintaining system stability.

Employee Evaluation

Rating:

Exceeds Expectations

Comment:

I consistently apply analytical thinking and creativity to solve complex problems. Notable examples include:

- Identified and resolved a challenging live issue caused by an indirect login page, which was particularly difficult to debug due to its indirect nature.
- Successfully integrated CKEditor 5 with our Angular application after CKEditor 4 became obsolete. This involved overcoming significant challenges, such as replacing the built-in CKEditor 4 forms plugin with custom plugins in CKEditor 5 to handle text fields and dropdowns (both single and multi-select). I developed these plugins from scratch and extended them to allow easy editing of input fields.
- Developed custom plugins for CKEditor 5 to insert non-editable spans as widgets, replicating functionality from CKEditor 4 that was crucial to our letter templates module. This ensured continuity of features and resolved compatibility issues in the upgrade.

- Resolved a critical live issue with the patient statement report in Crystal Reports. This report had a complex structure, and fixing one problem often led to new ones. By analyzing the full scope of the report's design and addressing all issues holistically, I was able to implement a stable solution without affecting other functionalities.

Teamwork

Balances team and individual responsibilities. Contributes to building a positive team spirit. Exhibits objectivity and openness to others' views. Gives and welcomes feedback. Puts success of team above own interests.

Manager Evaluation

Rating: **Meets Expectations**

Comment: Usman Ahmed plays an active role in fostering a collaborative and positive team environment. He effectively balances his responsibilities while supporting team initiatives, contributing to the successful completion of key projects. His openness to feedback and willingness to assist teammates have been instrumental in maintaining a strong, cohesive team dynamic.

Employee Evaluation

Rating: **Meets Expectations**

Comment: I have consistently contributed to fostering a positive team environment by balancing individual and team responsibilities. Key contributions include:

- Collaborated with the EHR and Labs teams to successfully develop and deploy the 'email/fax - save in db' security task.
- Made a significant contribution to the team's support work, resolving live issues and handling L3 requests effectively.
- Played an important role in the successful completion of the Consents project as a team.
- Provided and received constructive feedback, maintaining an open and supportive team dynamic.
- Assisted team members in setting up their local machines and resolving any related issues.
- Implemented CKEditor 5 plugins in the shared folder for use across multiple teams.
- Developed the HiQPDF endpoint, which is now utilized by several teams.
- Helped multiple teams set up Crystal Reports on their local machines.

Use of Technology

Adapts to new technologies. Demonstrates required skills. Keeps technical skills up to date. Troubleshoots technological problems. Uses technology to increase productivity.

Manager Evaluation

Rating: **Exceeds Expectations**

Comment: Usman Ahmed has effectively adapted to

Employee Evaluation

Rating: **Meets Expectations**

Comment: I have consistently demonstrated adaptability

new technologies and demonstrated proficiency in enhancing productivity through their use.

- CKEditor 5
- Angular (including RxJS and best practices)
- HiQPDF
- Crystal Reports
- Centralized Email System
- School Forms Module (MVC Framework)

and proficiency in utilizing new technologies to enhance productivity and resolve technical challenges. Key examples include:

- Integrated CKEditor 5 with Angular, replacing the obsolete CKEditor 4, and developed custom plugins to maintain essential functionalities.
- Developed two custom plugins for CKEditor 5 to manage non-editable spans and implement form fields (text, single-select, and multi-select dropdowns).
- Implemented the HiQPDF endpoint for HTML to PDF conversion, now used by multiple teams.
- Played role in development of a lite version of the CureMD application on a tight deadline, demonstrating adaptability to technological challenges.
- Assisted in setting up Crystal Reports on local machines, helping multiple teams overcome technical challenges.
- Implemented CKEditor plugins in a shared folder, making them accessible for use by other teams, thus enhancing cross-team efficiency.
- Learned and used the centralized email system within the CureMD application.
- Learned and worked with the School Forms Module (MVC framework) and successfully implemented it in the system.
- Continuously learned and updated technical skills in Angular best practices, RxJS, CureMD's localization system etc.

Section Summary

Manager Evaluation

Calculated Rating: 3.33
Rating: Meets Expectations

Employee Evaluation

Calculated Rating: 3.17
Rating: Meets Expectations

Questions

List your two most significant accomplishments or contributions since your last review.

Manager Evaluation

Response: Usman Ahmed has made a significant impact with demonstrating strong problem-solving and technical skills. His custom plugin development ensured feature continuity, contributing greatly to the

Employee Evaluation

Response: My most significant contribution has been the successful migration from CKEditor 4 to CKEditor 5 in our application. This migration posed several challenges due to the obsolescence of CKEditor 4 and the lack of

application's functionality.

certain features in CKEditor 5 that were critical to our system. Key accomplishments include:

- **Custom Plugin Development:** In CKEditor 4, non-editable spans were used as placeholders in letter templates. Since CKEditor 5 did not support this functionality directly, I developed two custom plugins that allowed these spans to be inserted as widgets, preserving the feature's functionality in our new system.
- **Form Field Integration:** CKEditor 4 provided built-in support for form fields, which was removed in CKEditor 5. To maintain this functionality, I developed custom plugins to add text fields and both single-select and multi-select dropdowns. I also extended these plugins to make the input fields editable by users, ensuring seamless functionality.
- **Seamless Transition:** The transition from CKEditor 4 to CKEditor 5 required significant troubleshooting and problem-solving, but I ensured that the new version integrated smoothly with our Angular application while maintaining all necessary features.

This project required deep technical expertise and creative problem-solving to adapt to the new version of CKEditor while maintaining the application's functionality and user experience.

List your pending goals and your plan to accomplish these goals.

Manager Evaluation

Response: No pending goals since his last review

Employee Evaluation

Response: NA

What do you think are areas of your performance that need improvement and indicate how you plan to improve?

Manager Evaluation

Response: SQL Complex queries
Improving in Data Structures and Algorithms (DSA) is a valuable goal for Usman, as it will further enhance his ability to write optimized and efficient code.
Domain Knowledge.
Advanced Angular.

Employee Evaluation

Response: As someone without a formal computer science background, I recognize that improving my coding skills, particularly in Data Structures and Algorithms (DSA), is an important area for growth. While I have successfully applied my technical knowledge to various projects, learning DSA will help

me write more efficient and optimized code, enabling me to tackle more complex challenges with confidence.

What is your plan to improve these areas? How can management support your training and development efforts?

Manager Evaluation

Response: In future we will provide him complex data mining queries writing user stories. We will support Usman's growth in DSA by providing access to a paid course and encouraging focused learning during sprints.

Employee Evaluation

Response: My plan to improve in the area of Data Structures and Algorithms (DSA) is to allocate time during sprints for focused learning. This will allow me to balance my development responsibilities while gradually enhancing my coding skills. Additionally, a paid course from management would provide structured learning and accelerate my progress, ensuring that I can apply these skills more effectively in my work. I appreciate any support management can offer to help me in this development journey.

State two career goals for the next review period and indicate how you plan to accomplish them.

Manager Evaluation

Response: **Domain Knowledge of following Reports:**
Understand the domain for following reports and handle relevant support work.

- Patient Statement
- Bank Deposit
- Financial Overview
- Clinical Summary
- Patient Chart
- Collection Ratio
- Day Sheet

SQL proficiency.
Focus on DSA and writing optimized code aligns with his career growth.
Advanced Angular.

Employee Evaluation

Response: **Career Goal 1: Learn Data Structures and Algorithms (DSA)**

- **Plan:** I will allocate dedicated time during sprints to study and practice DSA concepts. Additionally, I plan to take advantage of any learning resources or courses provided by management to deepen my understanding and improve my problem-solving skills.

Career Goal 2: Write Optimized and Efficient Code

- **Plan:** By improving my knowledge of DSA, I will be able to apply these principles to write more efficient and optimized code. I also plan to review and refactor my current work regularly, ensuring that the solutions I develop are both high-quality and performance-driven.