



Yadav, Chetan

Assistant Manager - Business Service Operations

Manager: Nishit Vyas

Evaluated By: Chetan Yadav

2022 Performance Review

Organization: QCS Service Operations (Nishit Vyas)

Location: Pune

01/01/2022 - 12/31/2022

Accomplishments

Overall Comments:

Employee Evaluation

- Response:**
- Completed POC's for ADE and ADR in AWS
 - Completed POC for Ground truth in AWS
 - Data Bank activities of providing data for labelling and transferring to data science team
 - Data Bank team took over couple of process BDL conversion & label-img management.
 - Data Bank team created 15 python scripts for automating different task for different activities most of them are general purpose can be used by other teams in various scenarios
 - Personally involved and contributed in key presentations to various stake holders from time to time
 - Team building, onboarded 3 new employees this year, planned and implemented their technical upskilling .

2022 Goals

1. Manage document requirement and pipeline
2. Create training and testing data
3. Conduct quality audit for training and testing data
4. Conduct Model Validation Testing.

METRIC

ADR

Number of document types added to training set
Number of classes types added to training set
Count of documents added in the training/testing set
Headcounts worked on
Number of Model Testing Cycle
Number of documents audited for quality

ADE

Number of document types added to training set
Count of documents added in the training/testing set
Headcounts worked on
Number of Model Testing Cycle
Number of documents audited for quality

DATA PIPELINE AUTOMATION

Number of folders downloaded
Number of documents uploaded for labelling
Number of documents send for model training/testing
Headcounts worked on

Due Date: 12/31/2022

Status: On Target

Completion Date:

Category: Individual Performance Items

Supports:

Employee Evaluation

Comment: ADR production data downloaded(includes complete package):

- 69,248 Folders
- 1,652,581 Documents

ADE production download(includes sanitizations request as well):

- 499,877 Folders
- 1,113,580 Documents
- 44 Document type

ADE Transfer to Area-51:

1. Transition MDM ingestion process from Product
2. Create team for MDM ingestion
3. Measure, track, scale and improve the productivity.

METRIC

Transition Completion (Yes/No)

Team members hiring (FTE Counts)

Productivity in fields/FTE per month.

Documents Counts

Data Sources Counts

Headcounts Capacity

Due Date: 12/31/2022

Status: On Target

Completion Date:

Category: Individual Performance Items

Supports:

Employee Evaluation

Comment: Not Applicable

Deliver on Customer Commitments

Deliver on SOW based commitments – Scope, SLA, Quality

Streamline Business Processes – Disaster Recovery, Business Continue, Implementation

Leverage Resource Center ecosystem to distribute operational metrics with Customers

Proactively Manage Peak Moments – Customer Onboarding, Escalation Path, Monthly/Quarterly Business Reviews

Collect and Manage Customer Feedback

Adhere to the timelines

Due Date: 12/31/2022

Status:

Completion Date:

Category: Individual Performance Items

Supports: Customer and Partner Enablement

Employee Evaluation

Comment: Not Applicable

Employee Engagement

Customer and Employee Engagement Program:
Employee Engagement plan and measurement
Measure Customer Satisfaction: Survey Program for customers.
Rebrand QCS - Both internal as well as external facing.

Due Date: 12/31/2022 **Status:** Completed **Completion Date:** 12/31/2022

Category: Individual Performance Items

Supports:

Employee Evaluation

Comment: Started team lunch and learn initiative to keep employees engaged & improve team bonding.

Enhance Operational Efficiency

- Manage the Headcounts based on Productivity Improvement Plan and Product Roadmap & Timelines
- Streamline the Process for Customers to report issues and request changes (Leverage RC)
- Automate the product and productivity related reporting (reduce/remove manual reporting)
- Partner with Product/Engineering to improve the Current Gen Product
- Build pool-based capacity which will be able to work on multiple clients.
- Identify and reduce manual steps by process automation.
- Streamline the process documentation.
- Process and product technology improvements that will support increased throughput
- Positively impact product quality; automated machine learning; desktop tool efficiencies.
- Increase throughput of Document & Data Labelling.

Due Date: 12/31/2022 **Status:** Completed **Completion Date:** 12/31/2022

Category: Individual Performance Items

Supports:

Employee Evaluation

- Comment:**
- Taken over the BDL conversion process from Data science(DA) team which resulted in decrease turnaround time and dependency on Minsk team this helped to continue business during the time when Minsk team was not available.
 - Taken over Over Label-IMG management(queue creation and uploading files for labelling) again this decreases the turnaround time and dependency on data science team.
 - Team has used JIRA very effectively for work management this helped data bank team to efficiently manage so many requests from ADR and ADE . JIRA discipline enabled team to deliver quality and quantity of data.

Improve Profitability

- Revise the Price based on changing cost structure and flexible customer requirements
- Reduce/Remove BPO type services offering
- Streamline the IT and Facility costs to reduce the overall cost footprint
- Start reviewing the revenue
- Improve tracking of Revenue report
- Collaborate cross-functionally to drive NextGen document recognition; data extraction.
- Machine Learning improvements directly drive usability, greater brand loyalty, and increased revenue.

Due Date: 12/31/2022 **Status:** Completed **Completion Date:** 12/31/2022

Category: Individual Performance Items

Supports: Operational Excellence

Employee Evaluation

- Comment:**
- Data bank team has conducted various POCs with intention of improvements in Machine learning approach from efficiency and financial perspective. Also shared the observation and findings with various stakeholders.
 - Regularly Collaborated with Data science teams for ensuring the quality and timely data transfer making sure that retransfers are avoided
 - Regular storage audit are conducted to delete unwanted and redundant data which enabled us to manage keep our storage requirements to minimum

Operational Excellence

·New Customers Deals Revenue/Margin Management (SOW/SOP)

Existing customers renewals and expansions (SOW/SOP)

Headcount Planning/Execution in alignment with the budget and forecast

Business Continuity Planning and Mana

Plan for peaks and valleys in volume

Space and Equipment Management

KPI and SLA Tracking

Due Date: 12/31/2022

Status: Completed

Completion Date: 12/31/2022

Category: Individual Performance Items

Supports: Operational Excellence

Employee Evaluation

- Comment:**
- Data bank handles huge amount of data and the data pipeline creates multiple copies along the way still we have manage to keep our storage requirement to minimum with out planning and storage audits.
 - Data bank in collaboration with BAs have always tried to download and prepare documents in advance of next couple of sprints this helps in maintaining continuous flow of data for labelling also track and predict rare documents etc.

People as a Competitive Advantage

Roll out new Skills /Training for the group – Mortgage Industry, Analyzers, Data Analysis

Streamline the training process with a mix of self serve training and classroom training

Streamline the support process (on the job) for the new hires and existing employees by use of KA and SMEs

Improve Employee Engagement – Proactive Communication, Survey, Newsletter

Upskilled/cross-skilled team members will provide increased output

Reputation for skilled and professional team helps enhance the brand

Engage and motivate team members for more sustainably productive

Due Date: 12/31/2022

Status: Completed

Completion Date: 12/31/2022

Category: Individual Performance Items

Supports: Professional Development

Employee Evaluation

- Comment:**
1. Conducted various training(internal knowledge transfer) session for upskilling employees(python, Sql, MongoDB, shell scripting)
 2. Team completed various training on Linkedin advance excel, machine learning, AWs etc.

Power AIQ Next Gen Solution Delivery

Deliver end to end training and test data service for next gen analyzers (ML Models)
Continuous Training and Maintenance of the ML models after the Go LIVE
Improve the data labeling processes and tools leading to improved efficiency
Deliver end to end training and test data service for next gen correspondent data set (ML Models)
Leverage Non-AIQ Digital Sources to augment the exception handling for data validation process

Due Date: 12/31/2022 **Status:** Completed **Completion Date:** 12/31/2022

Category: Individual Performance Items

Supports:

Employee Evaluation

Comment:

- Provided the requested data for labelling, training and testing AIQ next gen models.
- Through out the year we maintained the continuous flow of data as requested with no delays and escalations
- Collaborated and helped engineering team to deploy AIQ in AWS

Professional Development

Establish Training and Development Program:
Center of Excellence for Income Analyzer
Cross training from customers specific
Online Training for on-boarding new employees
Mortgage Industry Training

Due Date: 12/31/2022 **Status:** Completed **Completion Date:** 12/31/2022

Category: Individual Performance Items

Supports:

Employee Evaluation

Comment:

- Data bank team members are cross trained on all the stages of data pipeline.
- Team has completed mortgage knowledge trainings to increase their domain knowledge.
- On boarded team members were trained on various technologies.
- Team has also completed training on written communication which helped them while managing work through JIRA

Areas of Development

Strengths to Leverage:

Employee Evaluation

Response:

1. Technical Acumen and ability to understand business requirements
2. Ability to explain technical concepts to non technical people
3. Ability to identify potential talent
4. Research mindset, prototyping

Opportunities for Development:

Employee Evaluation

- Response:**
1. Project/Product management skills. Keen to learn and implementing various methodologies(agile, scrum etc.).
 2. Technical knowledge/skills: Data Science, MLops(devops)
 3. Employee Appreciation
 4. Learn and practice Strategic Thinking
 5. Effective Result oriented communicat

Values

We put our customers first, We deliver industry-changing automation, We respect the people who work with us, We give back to our communities

Provide examples of how you demonstrated our IMT values during the year.

Examples to consider:

-Going above and beyond to exceed internal/external expectations.

-A team effort that achieved results by working together, leveraging each other's strengths and contributing to one another's success.

Employee Evaluation

- Response:**
- Data bank team has done 3 POCs this year and we have transferred the analytical skills/learning gained during this process to other teams.
 - Data bank team members had different technical skills like SQL, Excel, Python, Documentation, Presentation(PPT). team showed a great team effort in final stages and handover of the databank automation which required lot of documentation and database related work.
 - Team members are continually involved in sharing their knowledge to each other and growing together
 - Data bank team provided assistance to the engineering team for AIQ transfer to area-51. We offered all the knowledge that we have of AIQ to them, also helped in testing.

Manager Only: Summary of Feedback From Others

Manager: Please SUMMARIZE the feedback provided by others on your employee's strengths. Do not copy and paste others' comments from above.

Manager: Please SUMMARIZE the feedback provided by others on your employee's development opportunities. Do not copy and paste others' comments from above.