

My Achievements

SrNo	PsNo	ProjectID	KPA	KRA	ResultAchieved	Appraiser Individual Feedback	Status
1	10638411	Task	Increase profitability	<p>"* Suggest/identify improvements resulting in benefit to Client/L&T Infotech - 2 implemented/POC ideas per quarter * Compliance to all quality norms as per QMS For Support - Reduce reoccurring tickets (root cause analysis and permanent fix), proactive problem identification and mitigation) For Build - Zero Residual defects, Adherence to all scheduled timelines and effort estimates for all deliverables to the Customer. - Adherence to LTI/Client quality processes in the project (DP, Queue Management, Change Completion) - Timesheet compliance (Compass)" For Team Leads * Cost reduction ideas - 1 per quarter * Contribute to new revenue"</p>	<p>Although my base training was on Cognos BI, I trained myself in SpotFire Reporting technology as well in a short span of 10-11 months and could concurrently handle work assigned to me on both Cognos as well as SpotFire technologies. Along with Cognos Support and Development, I have worked on Spotfire development (ACD Automation Use cases) and other SpotFire tickets as well. Adhered to all relevant quality processes and Change managements within LTI and Chevron. Maintained adherence to all scheduled timelines and effort estimates for all deliverables to the Customer for all the Work Requests assigned to me. Successfully transitioned and obtained certification from SMEs for complex subject areas of METStore, DMIF, OERI. I am fully compliant with respect to MS/CAT, LTI Training compliance and RSI compliance. Maintained strict Information Security Adherence &</p>	<p>Although Aishwarya has been compliant to all quality norms, her contribution in innovation and process improvements could improve.</p>	Evaluation Completed

					Phishing test adherence in LTI as well as Chevron communications. Received LTI Valuable Performance Award 2017.		
2	10638411	Task	Delight customers	<p>"" Customer Feedback *</p> <p>Achieve CSI of 4.5 and above * - Getting better customer rating for the task assigned - Zero customer issues * Effective & Extreme communication - LMS/CAT, LTI Training compliance and RSI compliance - Zero post implementation defects/No critical outages & failed changes * Positive CSOC/Customer Appreciations - Information Security Adherence & Phishing test adherence</p>	<p>There was a case for deployment of a complex FINStore Timewriting Compliance report, which involved rigorous analysis in a complicated domain which was new to me. I patiently handled this request & also received positive feedback from the then FINStore SME Isabel Ballinger for the same. Also, HR user Anita Perakovic had difficulties in understanding why a particular logic as applied the way it was applied. I elaborated the logic in a simple manner and she appreciated me for the same.</p>	<p>Aishwarya has great communication skills. She has managed the customers and internal stakeholders in her interactions very well.</p>	Evaluation Completed
3	10638411	Task	Build industry, technology and functional capability	<p>"" Develop Business Flow Understanding, Release Management, Deployment, System Architecture understanding, COB Testing</p> <p>* Participate in Soft skills/ technical/functional skill enhancement programs * Showcase improvements/enhancements in skills - Certifications and Training programs attended Participate in Soft skills/ technical/functional skill enhancement programs - Training sessions/knowledge sharing sessions conducted - Functioning Independently & Skill improvements - For Developers - For Support - * Minimum of 2 Knowledge Base updates for each quarter For Build - Documentation delivered for all WRs</p>	<p>Documented Knowledge capture documents for key subject areas like Deviation Management, Data Migration Integration Framework (DMIF), Operational Excellence and Reliability Management (OERI), METStore. Developed a lucid Release Management, Deployment process guides for ABU STD00065 Standard Reports Deployment.</p>	<p>Aishwarya has strengthened her knowledge immensely in the last year. She picked up very well on support & build processes and on applications.</p>	Evaluation Completed

					<p>Obtained an overall score of 84 on 100 in the LTI sponsored International Knowledge Measurement (IKM) Certification on the subject "Oracle 10g PL/SQL Programming".</p> <p>Attended training sessions for SpotFire, effective business communication & mail etiquettes as well as Design Thinking, which involved Empathy Interviews and deep understanding of real-time end user situations.</p>		
4	10638411	Task	Improve utilisation	<p>"* Quality of code (bug productivity, Defect density, coding standards) - Process Compliance (ITSM/Build Process) - For Build - Quantity of work output - Correct understanding of the issue and accurate solution - Escalation of the incidents/issues to the appropriate team on time - For Support - SLA compliance (Response and resolution time) - Ensure First time Right delivery (Zero Reopened tickets), Zero defects " For Team Leads - - Increase offshore utilization - Handling L2 work from offshore (min 70 %)</p>	<p>I have worked extensively on ISWR02237 Cognos 11 Upgrade from scratch during which I diligently worked with various teams internal as well as external to the organization pertaining to both Software and hardware. I have single handedly performed the initial version of testing for 300+ standard ABU Cognos reports, and elaborately documented & raised the issues faced in each of them in the new version of Cognos Upgrade. On discovering that there were instances when there were issues in Cognos production deployments by third party vendors & during the UAT environment performance</p>	<p>Aishwarya has delivered a lot of work in the last year. Her work on Cognos upgrade, Support services are commendable.</p>	Evaluation Completed

					<p>issues, I highlighted them immediately to the responsible team and got the issues resolved on high priority. Participated proactively for empathy interviews in functional skill enhancement programs such as Design Thinking Overview Session (15th Feb 2018).</p>	
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Overall Feedback by Appraiser	Aishwarya has a lot of potential to be groomed as a future leader. She is active, enthusiastic and communicative. She has potential to be a great asset to the team.
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Overall Feedback by Reviewer	Excellent communication & interpersonal skills. Need further focus on skill building.
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