

Management Promotion Template

Employee Name:	██████████	Manager:	██████████
Current Career Level and Job Code:	Project Leader 10730.Applications Developer 3	Proposed Position and Job Code:	Development Manager 10020.Software Development Manager
Total Time in Current Position:	2 years 2 months	Number of Years in the Industry	10 years 7 months
Current Salary:	██████████	Min Salary for New Position:	██████████
Performance Rating:	4	VP	██████████

Please address the following factors, including examples when recommending promotions to Management positions

BUSINESS NEED

(Describe Organization Structural need for a position at this level; attach proposed org. chart.)

SUMMARY OF EXPERIENCE

<Need to fill in years of experience, degree etc.>

██████████ has been focusing on ensuring and improving customer satisfaction for the ██████████ product. He has made significant contribution towards improve the turnaround time on customer issues both as an individual contributor as well as a group contributor - he has been mentoring newer joinees in ██████████ helping them ramp up. He has been extremely proactive in ensuring that any patches delivered to the customer do not have an adverse impact – via code reviews and impact analysis vis-a-vis current customer code level. He has been contributing to reducing turnaround times on customer issues by proactively working on SRs, coordinating with support to help them gather the right set of information and log bugs quickly, coordinating between ██████████ team members as well as other integrating teams to ensure proper traction and quick follow through on the bugs. He has been putting in lot of extra hours personally to ensure that his individual deliverables as well as overall team deliverables to the customer are outstanding.

MANAGEMENT SKILLS

██████████ has been closely mentoring 2 engineers who have recently joined the ██████████ team – ██████████ – and he is responsible for ensuring their ramp up and delivery on customer bugs. ██████████ has also been the dev point of contact for ██████████. He has been coordinating with other members of the ██████████ dev team to ensure timely turnaround and closure of the customer issues. He is also working with support group helping that team ramp up on ██████████ by conducting ██████████ as well as hand holding the support engineers through triaging ██████████

SCOPE OF POSITION

██████████ shall be leading a team of developers in ██████████. He shall be primarily responsible for customer bug fixes and customer satisfaction initiatives. He shall also be responsible for delivering customer driven enhancement requests in ██████████. He shall coordinate from development side the ramp up of Oracle support team in ██████████ with an objective to mature ██████████ to standard support mode from the current dev hand holding mode.

Metrics: Headcount and Span of Control

Current Position HC:		# Employees under this position:		# Direct Reports:		# Mgmt Level of reports:	0
Proposed Position HC:	2	# Employees under this position:	2	# Direct Reports:	2	# Mgmt Level of reports:	0

SIGNIFICANCE OF POSITION AND IMPACT ON THE COMPANY

██████████ has been making significant and important contributions to customer satisfaction for ██████████ customer in face of stressful situations where the customer ██████████ is constantly threatening to pull the plug. Making ██████████ successful with ██████████ is critical for Oracle to continue selling ██████████ in this space and ██████████ has been working tirelessly towards it.

EXTERNAL VISIBILITY

██████████ has had very high visibility to ██████████ customers and implementers. He engages in weekly status calls with the customer and implementers from ██████████ at ██████████. He has developed a strong rapport with the customer’s implementation and support team member at other ██████████ customer locations – ██████████ as well. He has been able to effectively use the relationships he has formed to prevent or quickly handle escalation of some of the issues in ██████████.

TEAMWORK AND INFLUENCE WITHIN ORACLE

██████████ has been working closely with junior team members in his own team, helping and guiding them to meet the deliverables related to customer fixes on time and with quality. He has also been working across teams – ██████████ customer issues spanning products and has demonstrated dogged resolve in ensuring that adequate traction is maintained on the customer issues resulting in timely resolution even though the issue goes across teams. One example being the case of ██████████ not working at all when the document had project references. Significant techno functional analysis was required across ██████████ dev teams to get that issue sorted out, and this was a Severity 1 issue with the customer.

██████████ has also developed strong rapport with people in ██████████ as well as Oracle Support groups and he has been able to successfully leverage these relationships to communicate effectively with the customers and help improve customer satisfaction.

ACHIEVEMENT

Key work areas & traits

- Stabilization of ██████████. PoC for weekly calls with the customer.
- Resolving ██████████ customer issues both as individual as well as group contributor
- Delivery of ██████████ customer driven ERs
- Training of Support team on ██████████ and helping them ramp up
- Mentoring new joinees in ██████████ dev team
- Bringing down turnaround time on customer issues by proactively working directly with the customer at the SR stage itself as well as ensuring continued traction on the issue by working across multiple dev teams on issues spanning products – ██████████
- Improving quality of delivery to customer and avoiding regression by proactively doing patch impact analysis against customer code level

- Code reviews and Peer reviews of the work done by other [REDACTED] dev team members

JUSTIFICATION FOR NON-FOCAL PROMOTION

NA

RECOMMENDATIONS

Excerpts from Emails -

From

[REDACTED]
Senior Director, Applications Sales Engineering, Oracle Public Sector

I give [REDACTED] my highest possible recommendation for promotion. I have worked closely with [REDACTED] in support of the [REDACTED], and I have seen him go above and beyond to resolve issues and support the customer. Many times our customers have expressed their appreciation specifically for [REDACTED] efforts. [REDACTED] has shown a remarkable ability to diagnose and resolve the most complex software issues. He works quickly and with extreme dedication - multiple times he has worked around to the clock to quickly resolve critical issues. [REDACTED] also has an outstanding demeanor in his interactions with the customer and other Oracle team members. He is very patient, yet speaks and acts with authority. He is able to organize team members and direct their activities to the most productive tasks. He is able to provide the customer with direct, constructive feedback when necessary - and because of the credibility he has earned, the customer will give his recommendations great weight. Oracle would not have maintained [REDACTED] as a customer this year without [REDACTED] efforts. I recommend him for promotion with great enthusiasm and without hesitation.

Thank you,
[REDACTED]

From

[REDACTED]
Customer Success Director

I have had the pleasure of working/interacting with [REDACTED] for the past 10 months, supporting [REDACTED] implementation. I find [REDACTED] highly knowledgeable on the workings/design of [REDACTED] plus how [REDACTED] interacts with the other applications that [REDACTED] are implementing. [REDACTED] is able to communicate clearly and effectively with [REDACTED] and their contractors. He is able to quickly assess if the end results that [REDACTED] are looking of are addressable via a change in settings or if an Enhancement to the product will be necessary to address the request. I have witnessed [REDACTED] work aggressively on an issue until such time as the issue has been addressed.

I feel that if [REDACTED] can capitalize on the aforementioned strengths to help mentor others in the [REDACTED] Organization to be able to have a broad knowledge of their product, understand the products that work with their product, be able to communicate effectively and timely with their customers and to service our customers to the best of their ability he will be an outstanding manager.

Best regards,
[REDACTED]

From

[REDACTED]
Sales Consulting Senior Manager

Over the last year I have had the pleasure to work closely with [REDACTED] on several occasions in support of new [REDACTED] sales opportunities, and with existing customers, (specifically [REDACTED]). [REDACTED] has worked tirelessly to ensure our customers stay happy and is very much focused on customer satisfaction. He communicates clearly while triaging product issues; and always follows through to bring issues to resolution. Our customers can be challenging to deal with - [REDACTED] is calm under pressure. Personally, I'm grateful to know that when I call [REDACTED] he is always willing to answer the phone and share his expertise with me. I would highly recommend [REDACTED] for a management position, I think his leadership will be invaluable to the [REDACTED] team, and look forward to our continued working relationship.

Thanks,
[REDACTED]

From

[REDACTED]
Senior Manager, Customer Support

I wanted to take this opportunity to let you know how much of a positive experience [REDACTED] has with our interactions with [REDACTED]. [REDACTED] has established himself as an expert resource and is extremely customer centric. He goes the extra mile for customers supporting them not only through bugs but by phone, owc and email. He is often engaged for Top Account or highly escalated customers including [REDACTED] to name a few. I am constantly impressed with [REDACTED] breadth of knowledge across the [REDACTED] suite. I have personally been involved with [REDACTED] on owc's with customers and experienced [REDACTED] patience and outstanding desire to ensure customers not only resolve the issue at hand but are successful using Oracle software.

I have also been involved in customer conference calls with Critical Accounts where I have witnessed [REDACTED] ability to manage customer expectations and priority with a high level of professionalism. He has an amazing gift for communicating both verbal and written.

I have also been privileged to interact with [REDACTED] on the recent [REDACTED] training held in [REDACTED]. [REDACTED] was instrumental in ensuring this training went smoothly, that all sessions were recorded and follow up labs provided. Prior to the training he worked with Support to ensure the Test instance was correctly patched and in good order. [REDACTED] worked very late hours with the class participants to ensure they received whole answers to their questions. This training by far exceeded expectations.

It is without hesitation that I would recommend [REDACTED] for promotion should the opportunity arise.

Kind regards

[REDACTED]
