

IC Promotion Template

FOR USE IN THE PRODUCT DEVELOPMENT ORGANIZATION ONLY

It also needs ability to [REDACTED], consider [REDACTED] and their scope during planning and carefully execute pre planned work. Performing these duties will enable oracle to well serve [REDACTED].

The proficiencies needed for this job are:

- 1.
- 2.
- 3.
- 4.
- 5.

[REDACTED]

TECHNICAL ABILITY

[REDACTED] is highly customer focused and puts herself upfront during any highly escalated issues. She understands the issues completely and nails down to the root cause of the issue to provide long term resolution. Lohita has excellent core technical skills in [REDACTED], she understands the products pretty well. She is a hands-on person ready to jump into the issue, has good [REDACTED] scripting skill which are used for capturing and analyzing certain issues which needs to be monitored regularly. She quickly grasps new concepts, clearly isolates the issues, and widens the scope of investigation as and when needed. She had analyzed extensively on [REDACTED] and suggested required changes for [REDACTED] for all customers.

She follows the set of knowledge documentation and plans and is thorough in her work. She investigates and provides solution with a good plan for execution with an [REDACTED] for any customer concerns. She does good with [REDACTED] as and when needed based on [REDACTED].

She has worked on many escalations and taken them to full resolution up to client's full satisfaction. She has been the point of contact for many on-going issues which are resolved with customer satisfaction. She has performed [REDACTED] for [REDACTED] and the provided resolutions which are now being applied across all customers' environment.

For the new issues which she has analyzed and fixed she had created the below documents for reference of others.

[REDACTED]

TEAMWORK AND INFLUENCE WITHIN ORACLE

[REDACTED] is highly regarded by all team members and she is an excellent team worker who makes herself available for any assistance as and when required and willing to reach out to them, many [REDACTED] have very high praises for her as evident in the attached reference emails. She is the person to go to – always willing

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listen, understand and jump right on to the issue. Her work involves cross team coordination – be it product [REDACTED] members across globe,

LEADERSHIP & EXTERNAL VISIBILITY

With [REDACTED] being [REDACTED] [REDACTED] had given presentation to all [REDACTED] regarding the [REDACTED]. She has been the Point of Contact for many [REDACTED]. She was one of the few members to put up the exact plan for [REDACTED] which has been used as reference even today for the [REDACTED].

[REDACTED] has received praise for her work on the [REDACTED]. She is proactive in calling the customer to know their perspective on reported incident, responding to [REDACTED] and peers to give the utmost attention to their issues and find a way out. She has been proactive in researching and advising [REDACTED].

Her valuable expertise has gained her the position of highly respected and trusted team member with most clients.

ACHIEVEMENT

[REDACTED] has worked closely with customers on several key projects and stabilized them. She provided support in [REDACTED] where she established as [REDACTED] for her technical knowledge.

[REDACTED] being [REDACTED] for [REDACTED], has initiated and implementing a project to apply [REDACTED] for all [REDACTED] based on the [REDACTED]

She has also identified a [REDACTED] and worked closely with development team on the [REDACTED] which is now applied to all [REDACTED] as part of [REDACTED].

[REDACTED] has been more customer centric and owned issues which were long running and highly escalated. Below are few Customer focused achievements:

- For [REDACTED], she collaborated with multiple teams across LOBs and resolved the issue and [REDACTED]
- For [REDACTED] for the long running issue where [REDACTED], I [REDACTED] which resolved the issue
- For [REDACTED], where customer was having hard time coordinating with [REDACTED] for having [REDACTED] enabled with multiple issues being encountered, she was able to setup it up successfully by resolving all the issues.
- For [REDACTED], I reviewed the [REDACTED] and fixed the [REDACTED] was being used which had the [REDACTED] succeed.

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- For [REDACTED], she identified the [REDACTED] and recommended [REDACTED]. The changes are later being implemented across all [REDACTED] as part of [REDACTED]
- Had [REDACTED] after proactively analyzing the required actions to be taken prior to [REDACTED].

RECOMMENDATIONS

Customer: [REDACTED]

Customer Contact: [REDACTED]

Appreciation Email from customer [REDACTED]

I thought it is worthwhile to provide feedback on [REDACTED] because of her nature to assist and provide quality oriented customer satisfaction.

- She has very good problem-solving skills and her knowledge to help resolve the issues are much appreciated. I would like to thank her especially in [REDACTED] due to her time sense to prioritize and provide necessary action required without any delay.
- She has an excellent time management and multi-talented skills and the ability to meet deadlines for [REDACTED]. She understands customer issues/requirements and as well has the capability to identify the possible impact on the application stack.
- She has provided zero impact action plans with respect to [REDACTED] and has helped our team in many areas such as [REDACTED], etc.. She always follow Oracle processes and efficiently help the customer in meeting the deadlines. She is a great resource in delivering customer satisfaction and efficiency.
- She has a professional attitude which reflects high productivity in her work. [REDACTED] as an organization appreciates this dignified character.
- Her dedication is highly appreciated and we look forward for many successful [REDACTED]

Customer: [REDACTED]

Contact: [REDACTED]

Appreciation Email from [REDACTED]

My feedback is in line with [REDACTED]'s comments on [REDACTED].

She is a great asset and a valuable team player as she has helped [REDACTED] during the most critical phases on multiple projects [REDACTED].

We are really privileged to work with her as she has demonstrated professionalism in attitude, been a team player and also imparting knowledge to [REDACTED] even when she was approached via phone or chats.

We hope to have her on all [REDACTED] projects plus on all our [REDACTED].

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Finally appreciate all the help that you have helped me on all my [REDACTED].

Thanks

[REDACTED]

Customer: [REDACTED]

Customer Contact: [REDACTED]

Appreciation Email from customer

I have been working with [REDACTED] for almost 2 years now. The day I talked to her for the first time I know that she will be a great asset from Oracle for helping us [REDACTED].

Here are few qualities which I like from [REDACTED].

- She is knowledgeable and knows what she is talking about : We have so many instances where oracle has trouble understanding what we our issues are. But every time [REDACTED] got onto this issue resolution she exactly knows what we are talking about and she understands the issue and gets it resolved in no time. Many instances I have personally asked for [REDACTED] where we do not see any improvement and [REDACTED] came to rescue us.
- Very Professional: When she was on the phone with our Executives she was very professional and the way she dealt with the situation was amazing. We appreciate all those [REDACTED] calls which she was attending to help us out.
- Always goes beyond and above her limits to help the clients.
- The services which [REDACTED] provided exceeded all the expectations and guaranteed a continuing and successful relationship with oracle.

These are just few of many qualities I am mentioning here. We are lucky to have [REDACTED] with us and helpings us out.

Customer: [REDACTED]

Contact: [REDACTED]

Appreciation Email from [REDACTED]

[REDACTED] has strong customer focus and is always willing to help address issues no matter the complexity. I know that [REDACTED] from [REDACTED] really likes working with her and he appreciates all the support and help that she had provided to him. I wish all our [REDACTED] team members share the same high-level of customer focus like she does!!

Customer: [REDACTED]

Contact: [REDACTED]

Appreciation Email

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I would like to call out [REDACTED] for her dedication, perseverance and focus on delivering positive results when handling complex customer issues. There were several occasions when she demonstrated these qualities and ownership, one of them that stands out is the [REDACTED] [REDACTED]. This was a complex and [REDACTED] issue that required her to do [REDACTED] and adopt an out-of-box approach to help all teams to arrive at the solution.

I wish her good luck in the current appraisal review and am looking forward to working with her in FY17.

Customer: [REDACTED]

Contact: [REDACTED]

Appreciation Email [REDACTED]

I just wanted to provide some feedback for [REDACTED]

She has worked with me on a number of issues at [REDACTED]. I have always valued getting to work with [REDACTED], as she not only has strong technical skills and experience, but also takes ownership and drives to a solution. Even when issues involve [REDACTED] issues, Lohita will engage them and push to work collaboratively to a solution. In addition, [REDACTED] really like [REDACTED] for these same reasons, along with her customer service style.

Customer: [REDACTED]

Contact: [REDACTED]

Appreciation Email from [REDACTED]

This is regarding feedback for [REDACTED]

- I have received a prompt response anytime I request help or advisory
- Regarding technical matters I perceive that he is an expert
- I appreciate his willingness to bring his obvious concern for helping to solve any issue

Customer: [REDACTED]

Contact: [REDACTED]

Appreciation Email from [REDACTED]

I want share my feedback about [REDACTED] help to me when asking for [REDACTED] for [REDACTED] customer, which nowadays is facing past due payments to Oracle as you may know. [REDACTED] has been a very valuable support in [REDACTED] done, as well as being alert of any needed support requested by me [REDACTED]. She is always open to provide feedback/support if required. Else interaction with her provide us confident, trust and certainty in getting needed [REDACTED].

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POSITION CRITERIA

Senior development positions may include unique requirements; therefore template metrics are general guidelines, not hard rules.

FACTOR	IC3	IC4	IC5	ARCHITECT – IC6
Summary Of Experience	<p>BS or MS degree in CS or equivalent experience relevant to functional area.</p> <p>Typically has 3-4 or more years of related experience.</p>	<p>BS or MS degree in CS or equivalent experience relevant to functional area.</p> <p>Typically has 5-7 or more years of related experience. Candidates with less than five years experience must be star caliber and require review by Senior Mgt. staff.</p>	<p>BS or MS degree in CS or equivalent experience relevant to functional area.</p> <p>Typically has ten or more years of related experience. Candidates with eight or more years will be considered only if they are star caliber.</p>	<p>Typically has fifteen or more years of related experience.</p>
Scope Of Position	<p>Can code with minimal direction. Normally receives no instructions on routine tasks, with limited supervision on new tasks.</p>	<p>Has full responsibility for the architecture of a significant, self-contained portion of a product or a small product.</p> <p>Has demonstrated technical leadership for his/her area. This is usually done by being a project lead for a small project team of two to three developers.</p>	<p>Has full responsibility for the architecture of a medium-sized product or a substantial layer or subsystem within a large product</p>	
Technical Ability	<p>Works on projects of moderate conceptual complexity.</p> <p>Starting to demonstrate ability to write spec's and designs.</p> <p>Specifies, designs and develops software according to provided requirements, with sole responsibility for the design.</p>	<p>Works on projects of moderate to high conceptual complexity.</p> <p>Demonstrated ability to write high quality functional spec AND design documents for a major area. Provide url's for these documents.</p>	<p>Recognized expert in area within division and/or Oracle.</p> <p>Works on extremely complex problems. Has deep understanding of how his/her area interacts with all related areas.</p> <p>Models best engineering</p>	

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		<p>practices. This includes clarity and completeness of spec's and designs, code cleanliness and quality, thoroughness of testing, attention to documentation, and response to bugs and regressions.</p> <p>Is highly encouraged to maintain an architecture and detailed design document for his/her area. Provide url for this document.</p>
External Visibility	<p>Must have good visibility so can be effectively ranked; giving a seminar is good way to do this and is advised.</p>	<p>Represents group within Oracle.</p>
Teamwork and Internal Influence		<p>Exhibits effective teamwork with senior developers and senior management within Product Development and across Oracle.</p> <p>Is the technical "go-to person" (consultant) for his/her area within the group and across Product Development.</p> <p>Strongly influences the technical decisions of ten or more developers.</p>
Achievements	<p>Demonstrated ability to take feature/design through software lifecycle to release of robust, high quality, production code.</p>	<p>Under broad direction, defines requirements for new projects and specifies, designs and develops software to those requirements.</p> <p>Recognized expert in field inside and outside Oracle</p> <p>Has delivered several high-quality, large-scale projects to market that have been successfully used by production</p>

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customers for several years.

Has delivered innovative and creative solutions to complex problems.

Works effectively with others in managing extremely complex projects

Recommendations

Comments supporting above criteria for promotion from outside immediate group from senior level developers and managers

Comments supporting above criteria for promotion from outside of immediate group from senior management and architect-level developers.

Approval from the architects club