

**Goal**

## Financial Impact

Ensure the following is achieved:

- overall billable utilization of 60%
- timecards are submitted on a weekly basis by end of business Friday and no later than Monday the following week at noon.
- Travel expenses are submitted within the 30-day timeframe in Concur according to the Global Expense and Travel Policy. The associate is handling expenses cost sensitively.
- complete a CER documentation for each engagement, unless otherwise defined with the client.

**Add goal progress or document links**

I believe that now that I'm billable, I am surpassing the billability target.

I adhere to the relevant policies with regard to time cards &amp; expenses.

CER documentation in its regular format isn't used in my current engagement. Nonetheless, I place a lot of importance on the topic of documenting my work on the client's internal knowledge base where it makes sense to do so.

**Due Date** 12/31/2023

**Organization Alignment** Scale our core business (Archived)

**Status** In Progress

**Comment Count** 0

**History**

## History

Date	Updated By	Updated In	Field History		
			Field Updated	New Value	Prior Value
03/14/2024 05:33 PM	Wolfgang Mild	Manage Goals: Josephine Pfeiffer	Status	Complete	In Progress
10/02/2023 11:34 AM	Josephine Pfeiffer	Q4 Quarterly Connection: Josephine Pfeiffer	Add goal progress or document links	I believe that I am meeting and surpassing the billability target. I adhere to the relevant policies with regard to time cards & expenses. CER documentation in its regular format isn't used in my current engagement. Nonetheless, I place a lot of importance on the topic of documenting my work on the client's internal knowledge base where it makes sense to do so.	I believe that now that I'm billable, I am surpassing the billability target. I adhere to the relevant policies with regard to time cards & expenses. CER documentation in its regular format isn't used in my current engagement. Nonetheless, I place a lot of importance on the topic of documenting my work on the client's internal knowledge base where it makes sense to do so.

Date	Updated By	Updated In	Field History		
			Field Updated	New Value	Prior Value
09/10/2023 09:28 PM	Josephine Pfeiffer	Q3 Quarterly Connection: Josephine Pfeiffer	Add goal progress or document links	I believe that now that I'm billable, I am surpassing the billability target. I adhere to the relevant policies with regard to time cards & expenses. CER documentation in its regular format isn't used in my current engagement. Nonetheless, I place a lot of importance on the topic of documenting my work on the client's internal knowledge base where it makes sense to do so.	
06/02/2023 03:54 PM	Josephine Pfeiffer	Manage Goals: Josephine Pfeiffer	Status	In Progress	
03/17/2023 04:00 PM	Wolfgang Mild	Manage Goals: Josephine Pfeiffer	Goal	Financial Impact Ensure the following is achieved: - overall billable utilization of 60% - timecards are submitted on a weekly basis by end of business Friday and no later than Monday the following week at noon. - Travel expenses are submitted within the 30-day timeframe in Concur according to the Global Expense and Travel Policy. The associate is handling expenses cost sensitively. - complete a CER documentation for each engagement, unless otherwise defined with the client.	
			Organization Alignment	Scale our core business (Archived)	
			Due Date	12/31/2023	

**Goal**

Pre-sale Support  
 - Contribute in upselling activities.

**Add goal progress or document links**

I actively look for opportunities with the customer and bring ideas/inform TAMs/SAs in the regular sync meetings.  
 For example, I discussed service mesh with the client's department head and learned that their primary use case is service to service mTLS, which would be easier to implement with OpenShift Service Interconnect. I raised this with the TAM so they can pick it up in future sales activities.



Another opportunity I identified was the high number of ad-hoc requests to the client's platform team, which could be reduced by enabling more self-service operations. In this case I proposed Red Hat Developer Hub as a possible solution.

In both cases, my previous experience with upstream or competitor products were a big benefit which allowed me to provide the stakeholder with a more complete big picture view of the alternatives and how the solutions integrate into a real world architecture.

Beyond that, I participated in events such as Cloud Native Meetup groups and Kubernetes Community days Zurich. At the events I engaged with existing and potential clients at the Red Hat booth by asking about their challenges and talking about what Red Hat products/services might be a good fit by talking about personal experiences with them in past projects.

While no concrete leads in terms of sales might have come out of that, I think it is valuable to have these technical conversations with people in order to position Red Hat as a trusted and competent partner.

**Due Date** 12/31/2023  
**Organization Alignment** Extend Red Hat to Cloud Services and Edge (Archived)  
**Status** In Progress

**Comment Count** 0

History

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Date	Updated By	Updated In	Field History		
			Field Updated	New Value	Prior Value
10/02/2023 11:34 AM	Josephine Pfeiffer	Q4 Quarterly Connection: Josephine Pfeiffer	Add goal progress or document links	<p>I actively look for opportunities with the customer and bring ideas/inform TAMs/SAs in the regular sync meetings. I was able to network with people cross departments at the Swiss Tech Gathering, thus strengthening collaboration. Had calls with account solutions architect and customer success executive to give my perspective and insights with regard to current and future opportunities.</p>	<p>I actively look for opportunities with the customer and bring ideas/inform TAMs/SAs in the regular sync meetings. For example, I discussed service mesh with the client's department head and learned that their primary use case is service to service mTLS, which would be easier to implement with OpenShift Service Interconnect. I raised this with the TAM so they can pick it up in future sales activities. Another opportunity I identified was the high number of ad-hoc requests to the client's platform team, which could be reduced by enabling more self-service operations. In this case I proposed Red Hat Developer Hub as a possible solution. In both cases, my previous experience with upstream or competitor products were a big benefit which allowed me to provide the stakeholder with a more complete big picture view of the alternatives and how the solutions integrate into a real world architecture.</p> <p>Beyond that, I participated in events such as Cloud Native Meetup groups and Kubernetes Community days Zurich. At the events I engaged with existing and potential clients at the Red Hat booth by asking about their challenges and talking about what Red Hat products/services might be a good fit by talking about personal experiences with them in past projects. While no concrete leads in terms of sales might</p>



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06/02/2023 03:54 PM	Josephine Pfeiffer	Manage Goals: Josephine Pfeiffer	Status	In Progress	
03/17/2023 04:03 PM	Wolfgang Mild	Manage Goals: Josephine Pfeiffer	Goal	Pre-sale Support - Contribute in upselling activities.	
			Organization Alignment	Extend Red Hat to Cloud Services and Edge (Archived)	
			Due Date	12/31/2023	

**Goal**

Share learnings from interesting use-cases/architectures etc. in 2 blog posts + 2 presentations

**Add goal progress or document links**

I wrote and published multiple blog posts around the topics of security and improving the software development lifecycle. I also presented at local meetups and applied to present at conferences in the future,

I enjoy documenting what I've been working on and will continue to do this. I'm a bit nervous when it comes to public speaking but am improving in that area already.

**Due Date**

**Organization Alignment** Strengthen our open, inclusive culture (Archived)

**Status** Complete

**Completed On** 06/15/2023

**Comment Count** 0

**History**

History

Date	Updated By	Updated In	Field History		
			Field Updated	New Value	Prior Value
09/10/2023 09:28 PM	Josephine Pfeiffer	Q3 Quarterly Connection: Josephine Pfeiffer	Status	Complete	In Progress



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06/02/2023 03:54 PM	Josephine Pfeiffer	Manage Goals: Josephine Pfeiffer	Status	In Progress	
03/13/2023 11:10 AM	Josephine Pfeiffer	Manage Goals: Josephine Pfeiffer	Goal	Share learnings from interesting use-cases/architectures etc. in 2 blog posts + 2 presentations	
			Organization Alignment	Strengthen our open, inclusive culture (Archived)	

**Goal** Skills Development

- Build and document your skills & development plan with your manager, listed in Workday
- Complete Role-Based Enablement and Certification Program

**Add goal progress or document links**

I completed different trainings and applied the learnings in client engagements as well as by contributing to opensource projects.

I passed two certification exams, and have more in the pipeline tailored to what might be beneficial for the customer.

With my training plan, I aim to gain a better understanding of current Red Hat products while staying ahead of the curve by looking into upstream and newly trending cloud-native projects such as Cilium for example.

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**Due Date** 12/31/2023

**Organization Alignment** Evolve Customer Success via hybrid cloud experiences (Archived)

**Status** In Progress

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**Comment Count** 0

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History

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03/14/2024 05:33 PM	Wolfgang Mild	Manage Goals: Josephine Pfeiffer	Status	Complete	In Progress
10/02/2023 11:34 AM	Josephine Pfeiffer	Q4 Quarterly Connection: Josephine Pfeiffer	Add goal progress or document links	<p>I completed different trainings and applied the learnings in client engagements as well as by contributing to opensource projects.</p> <p>Completed additional courses relevant to client projects/emerging technologies in 2023</p> <ul style="list-style-type: none"> <li>- Cilium Ingress Controller (Isovalent)</li> <li>- Tetragon Security Visibility (Isovalent)</li> <li>- Tetragon TLS Visibility (Isovalent)</li> <li>- Red Hat Cloud Services: Seller</li> <li>- Red Hat OpenShift: Seller</li> <li>- University of York: Algorithms &amp; Data Structures</li> <li>- University of York: Cybersecurity Threats</li> <li>- University of York: Research Methods</li> <li>- University of York: Advanced Programming</li> </ul> <p>Passed certification exams in 2023</p> <ul style="list-style-type: none"> <li>- AWS Certified Security – Specialty</li> <li>- Red Hat Certified OpenShift Administrator</li> <li>- Red Hat Certified Specialist in Containers</li> <li>- Certified SAFe 6 Product Owner/Product Manager</li> </ul>	<p>I completed different trainings and applied the learnings in client engagements as well as by contributing to opensource projects.</p> <p>I passed two certification exams, and have more in the pipeline tailored to what might be beneficial for the customer.</p> <p>With my training plan, I aim to gain a better understanding of current Red Hat products while staying ahead of the curve by looking into upstream and newly trending cloud-native projects such as Cilium for example.</p>

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06/02/2023 03:54 PM	Josephine Pfeiffer	Manage Goals: Josephine Pfeiffer	Status	In Progress	
03/17/2023 03:50 PM	Wolfgang Mild	Manage Goals: Josephine Pfeiffer	Goal	Skills Development - Build and document your skills & development plan with your manager, listed in Workday - Complete Role-Based Enablement and Certification Program	
			Organization Alignment	Evolve Customer Success via hybrid cloud experiences (Archived)	
			Due Date	12/31/2023	

**Goal**

- Team work and Collaboration  
 Actively support the team by
- offering mentoring /supporting others,
  - knowledge sharing,
  - volunteering for additional tasks/topics.
  - acting as a Multiplier/active contributor.

**Add goal progress or document links**

I demonstrated my commitment to supporting others by offering mentoring and support to colleagues, as well as providing guidance to a technical graduate, ensuring their professional growth and development. Moreover, I promoted knowledge sharing by doing code reviews for a senior consultant, sharing best practices and offering constructive feedback to enhance their work.

Additionally, I volunteered for additional tasks and topics, displaying my willingness to contribute beyond my primary responsibilities. By actively engaging in communities of practice focused on containers, I not only expanded my own knowledge but also shared insights and solutions with my team, fostering a



culture of continuous learning.  
Furthermore, I played a key role in improving teamwork at our client's organization by promoting open culture principles and encouraging collaboration across departments.  
Lastly, I am close to earning a gold-star level recognition in the giveback program, primarily through contributions to opensource.

**Due Date** 12/31/2023  
**Organization Alignment** Strengthen our open, inclusive culture (Archived)  
**Status** In Progress

**Comment Count** 0

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10/02/2023 11:34 AM	Josephine Pfeiffer	Q4 Quarterly Connection: Josephine Pfeiffer	Add goal progress or document links	<p>I demonstrated my commitment to supporting others by offering mentoring and support to colleagues, as well as providing guidance to a technical graduate, ensuring their professional growth and development. Moreover, I promoted knowledge sharing by doing code reviews for a senior consultant, sharing best practices and offering constructive feedback to enhance their work. I collaborated with other Red Hat consultants staffed on different projects within the company to support them in their engagements. I also advocated for better inclusion of remote Red Hatters on the project and made sure they are caught up when returning from holidays. Additionally, I volunteered for additional tasks and topics, displaying my willingness to contribute beyond my primary responsibilities. For example, I helped the technical graduate prepare her presentation for kubernetes community days</p> <p>By actively engaging in communities of practice focused on containers, I not only expanded my own knowledge but also shared insights and solutions with my team, fostering a culture of continuous learning. Furthermore, I played a key role in improving teamwork at our client's organization by promoting open culture principles and encouraging collaboration across departments. Lastly, I earned a gold-</p>	<p>I demonstrated my commitment to supporting others by offering mentoring and support to colleagues, as well as providing guidance to a technical graduate, ensuring their professional growth and development. Moreover, I promoted knowledge sharing by doing code reviews for a senior consultant, sharing best practices and offering constructive feedback to enhance their work. Additionally, I volunteered for additional tasks and topics, displaying my willingness to contribute beyond my primary responsibilities. By actively engaging in communities of practice focused on containers, I not only expanded my own knowledge but also shared insights and solutions with my team, fostering a culture of continuous learning. Furthermore, I played a key role in improving teamwork at our client's organization by promoting open culture principles and encouraging collaboration across departments. Lastly, I am close to earning a gold-star level recognition in the giveback program, primarily through contributions to opensource.</p>



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03/17/2023 03:50 PM	Wolfgang Mild	Manage Goals: Josephine Pfeiffer	Goal	Team work and Collaboration Actively support the team by - offering mentoring /supporting others, - knowledge sharing, - volunteering for additional tasks/topics. - acting as a Multiplier/active contributor.	
			Organization Alignment	Strengthen our open, inclusive culture (Archived)	
			Due Date	12/31/2023	

**Manager Summary**

**Comment**

BU% is 67% for Q2, Josie already received two awards from her colleagues for the quick start and contribution in the projects. Also her blog posts and attendance of events show her willingness to learn and share with the community.

**Associate Summary**

**Comment**

Based on the positive feedback I've received and my commitment to continuous improvement, I feel that I am on a good path to taking on more responsibility as I gain more experience through client engagements.

I have strived to consistently meet and even exceed the guidelines set forth, aiming to make a meaningful impact on both the team and our clients. My dedication to professional growth and willingness to take on new challenges have been instrumental in this so far.