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| Employee Self-Evaluation Form |
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| Employee Name: | John Doe  |  | Position/Role: | Customer Support Specialist |
| Department: | Client Services |  | Review Period: | January – June 2025 |
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| *Note: For each performance area, check the box that best describes how you view your performance.* |
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| **Self-Assessment Areas** | **Needs Improvement** | **Fair** | **Good** | **Very Good** | **Excellent** |
| Time Management |[ ] [ ] [x] [ ] [ ]
| Team Collaboration |[ ] [ ] [ ] [x] [ ]
| Communication Skills |[ ] [ ] [ ] [x] [ ]
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| **Open-Ended Questions** |  |  |  |  |  |
| What accomplishments are you most proud of during this review period? |
| 1) Resolved over 300 customer tickets with a 95% satisfaction rating. |
| 2) Helped streamline the ticket escalation process. |
| 3)  |
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| What areas do you feel you need to improve on? |
| 1) Handling high-pressure situations more calmly. |
| 2) Improving technical troubleshooting skills. |
| 3) Managing time more efficiently during peak hours. |
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| What support or resources would help you perform better? |
| 1) Access to more advanced product training. |
| 2) Regular feedback sessions with my team lead. |
| 3)  |
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| What are your goals for the next review period? |
| 1) Reduce average ticket resolution time by 15%. |
| 2) Complete a certification in customer service excellence. |
| 3)  |
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