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| Employee Self-Evaluation Form | | | | | | | | | | |
|  | |  |  | |  | | | |  |  |
| Employee Name: | | John Doe | | |  | Position/Role: | | Customer Support Specialist | | |
| Department: | | Client Services | | |  | Review Period: | | January – June 2025 | | |
|  | |  |  | |  | | | |  |  |
| *Note: For each performance area, check the box that best describes how you view your performance.* | | | | | | | | | | |
|  |  | |  | |  | | | |  |  |
| **Self-Assessment Areas** | | | | **Needs Improvement** | **Fair** | | **Good** | | **Very Good** | **Excellent** |
| Time Management | | | |  |  | |  | |  |  |
| Team Collaboration | | | |  |  | |  | |  |  |
| Communication Skills | | | |  |  | |  | |  |  |
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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) | | | | | | | | | | |
|  | | | | | | | | | | |
| 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. | | | | | | | | | | |
|  | | | | | | | | | | |
| 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) | | | | | | | | | | |
|  | | | | | | | | | | |
| 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) | | | | | | | | | | |
|  | | | | | | | | | | |