



# PERSONNEL PROFILE

## S T A T E M E N T

*This profile is used to lead & reinforce Parasyn's culture to be in alignment with our Vision and Mission.*

### Key Personal Attributes

- Plans before executes or "designs before code" (plan, document, verify before do).
- Sets and meets agreed targets including monthly goals.
- Effective use of time including planning, project & staff meetings, 1-1 discussions, timesheet entry, client discussions, phone calls, reporting.
- Responsive (Uses the Customer Service Procedure, confirms verbal discussions in writing; uses the CRM).
- Reliable (Customer Service Statement - Follows through and ensures customer needs are met, ensures issues are resolved in a timely agreed fashion).
- Uses Parasyn systems effectively - version control, timesheets, revision history, daily backups, properties fields, conventions, uses the QMS.
- Effective Communications (written and verbal) with staff & clients.
- Is a team player - keeps others informed, is open and supportive, work assignment always organised, is responsible.
- Commercial in undertakings with clients (promotes value, encourages further use of Parasyn services, professional conduct is sharp including language and demeanor).
- High work quality - including attention to detail, accuracy, thoroughness and visually pleasing.
- Shows initiative and is resourceful.
- Contributes good ideas in relation to sales & marketing.