

Only Approved Ratings should be entered into the field below. Preliminary Ratings should be entered into the 'Enter Ratings' page (from the Manager Dashboard or Administration Tasks page), which can be reported on, but will not be shared with the employee.

Ratings will be visible to the Employee when you 'Complete' the review or if you 'Send as Link' to others (please remember to save first).

Rating: 2 - Outstanding

Comments (3788) Ricardo has been instrumental in the eKYC project, having successfully tackled in record time (less than 2 months) more than 350 KYCs. He achieved that by working extra hours and coming on weekends but the result was that himself, the PWC team and the greater PBRS LATAM Team were able to achieve the deadline given by EXCO with regards to this exercise. Same can be said about the Tax Transparency effort which he was able to complete also in record time and mainly thanks to the fact that all the KYC for those clients was successfully done. Upon Ricardo's joining the team also he quickly set to diffuse a lot of issues carried over from the previous RM (Fernando Esteves) with clients upset about the lack of contact and follow up. Ricardo's results over the last couple of months (increase in brokerage, AMS, credit, etc) are very positive and show a trend that if sustained will make him a solid contributor for the bank strategy. Also his first business trip to Brazil in early December (2 weeks) was a success and clients feedback has improved. All in all I would like to congratulate Ricardo for the way he has conducted himself in a successful transition from Senior CSE to Junior RM.

Other Development Areas

Compliance Statements

Job Description

Description: I confirm that I have access to an up-to-date job description which reflects my current role and that I will undertake my responsibilities in accordance with the details of this job description.

- Employee's response:** Agree

Item History

Created By:	Ricardo Armando MASTRANGELO	12.09.2013 14:12
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Group and Local Policy

Description: I confirm that I comply with all Group policy and procedures (including GSM/ FIMs) and Local policy and procedures (including BIMs) relevant to my job.

- Employee's response:** Agree

Item History

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Employee Acknowledgement

Comments (3788) I agree with what Diego said. I still have many points to improve in order to become fully operational. PWC is a really challenging environment and I look forward to continue developing my skills in the future, have a better client contacts in situations of stress, improve the long term relationship with my CSE and set a clearer long term career goal. I will have to improve my languages skills as well. In order to achieve the above and continue bringing value to the bank and striving to achieve the strategy, I will study the CFA again and apply for portuguese lessons.