



THOMSON REUTERS

2012 Wider Feedback Consolidated Report

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Wider Feedback Comments:

1. I have been interacting with Chandru very closely in the NIFE Project for quite some time now. He has been very approachable as well as established himself as the main point of contact for the content team for any clarifications. My observation says he has very sound technical knowledge, looks for continuous improvement and for whichever technical issues we have highlighted he has been able to trace it and apply fix immediately. Within the Eurobonds Finalisation team when templates were released the analysts had some issues for which we wanted Chandru & his team to sit with us for some time. He agreed for this, came in person along with his team members and took down as well as fixed most of the issues. Has brought about very good changes in the NIFE tool like the user guide, ability to have triggers, Useful tips within the application which has resulted in an improved user experience. Recent innovation has been the NIFE Bulk upload modifier which has saved huge amount of time from the production team by allowing us to make changes across all templates at one go.. Overall he has been a very key person for the existence of NIFE and would like to see him continuing this in 2013.. Wishing him All the Best..
2. I really enjoy working with Chandru as he presents unusual willingness to help and support others at any time. Even in his busy schedule he finds time to respond to what others might say are the most simple things. He always tries to find out new ideas and ways to improve the process he works on and tries to eradicate the problem from the root itself so that the issue doesn't reoccur in future. Any possible requests sent to Chandru are always treated as a priority and in most cases straight away implemented to the tool. He is definitely one of the best developers I had a chance to work with. Statement "impossible to do" doesn't exist in his dictionary. For Chandru everything can be done, maybe sometime it just needs some extra time. This shows that he has a really impressive knowledge in the subject he works on. Working with Chandru doesn't stress you out as you know the person at the other end is a very jovial person who will understand your issues and address them accordingly. His positive attitude, profession approach and willing to learn other languages allows him to encourage others to work harder on the delegated task. He is a very good team player and more of all he has people management skills which makes him an effective manager. I definitely hope we will have a chance to work together in upcoming years
3. I've work with Chandru for NIFE Phase II and it was a great experience! Chandru never fails to answer my doubts and questions that I have when creating the NIFE templates spreadsheet. During the initial stage, we have created a lot of spreadsheets on the market requirements but it's not in the format that he needs. And Chandru was very nice to help us 'migrate' all these to the new templates. When doing the maintenance of NIFE templates (after iss_def rollout), the Asia team have so many questions for him and he never fails to answer us promptly. I believe he will get the same questions many times from different analysts but he's always very patient. And I remember our Internet explorer had many problems with loading NIFE in the initial stage and Chandru has spent a lot of time trying to find out where's the problem. In the end, he manages to find a solution which is to install a plug-in for Chrome and that has helped us greatly. I'm glad to be able to work with Chandru on NIFE!
4. I have worked with Chandre on NIFE all throughout this year and have been consistently impressed with his dedication to the project. First, he has been excellent in communicating with me throughout the process even though we are in different timezones. When I was first learning how to use NIFE he would check in with me via RM and email on his own accord to make sure I understood things (even when I knew he was out of hours). He has also attended various calls with me out of hours just to make sure that the project manager, he and I were all on the same page. He has always been extremely patient with my questions...and there have been many. Sometimes, he has even created short videos to help me understand processes. It is still the case that he responds immediately to my queries: this is invaluable to my work on NIFE. I can tell that he has worked hard to understand what it is that the analysts on my team need from NIFE in order to deliver a quality product. For example, when I requested some special functions for my templates he came up with the solution overnight. The tool he has developed to be able to make bulk changes to templates is another example of his drive to make NIFE successful for analysts and his talent in being able to do this.