

STALLION TECHNOLOGIES LIMITED

Corporate Head Office

No. 15 Admiralty Way,

Lekki Phase 1, Lagos

Nigeria.

Date: 08th August, 2025

EMPLOYMENT OFFER LETTER

Mrs. Joy Akaa

167 First East Circular Road,

Benin City, Edo,

Nigeria

Dear Mrs. Joy Akaa,

RE: OFFER OF EMPLOYMENT - CUSTOMER SERVICE REPRESENTATIVE

We are pleased to extend this formal offer of employment to you for the position of **Customer Service Officer** in our Customer Service Department at Stallion Technologies Limited, AdvanceQT, QuestCTS, eRentaspace, Healthcare800, iPropstore and Medicruz.

POSITION DETAILS

Job Title: Customer Service Officer.

Department: IT Customer Service.

Reporting Manager: Mr. Terkuma Shoja, Customer Service Manager.

Employment Type: Full-Time Permanent Position.

Start Date: 15th August, 2025.

COMPENSATION AND BENEFITS

Monthly Salary: ₦110,000 (One Hundred and Ten Thousand Naira).

Payment Schedule: Monthly, paid on the last working day of each month.

Salary Review: Salary subject to work performance review.

WORKING HOURS AND SCHEDULE

Work Schedule: Rotating day shifts as per department schedule

Day Shift Hours: 7:00 AM - 6:00 PM WAT

Working Days: Alternate days (Tuesday, Thursday, Saturday as per current rotation)

Weekly Hours: Approximately 33 hours per week

KEY RESPONSIBILITIES AND DUTIES

As a Customer Service Representative, your primary duties will include:

Customer Communication

Technical Support

Quality Assurance

Administrative Tasks

Professional Development

EMPLOYMENT CONDITIONS

Probationary Period: 3 months from start date.

Leave Entitlement: As per company policy and Nigerian Labour Act.

Training: Comprehensive orientation and ongoing professional development.

Performance Reviews: Quarterly assessments with annual formal review.

TERMS AND CONDITIONS

This offer is subject to:

ACCEPTANCE

Please confirm your acceptance of this offer by signing and returning one copy of this letter by 11th August, 2025. Your employment will commence on 15th August, 2025 upon completion of all pre-employment requirements.

We look forward to welcoming you to the Stallion Technologies Limited team and are confident that your skills and dedication will contribute significantly to our Customer Service Department's success.

Should you have any questions regarding this offer, please contact me directly.

Yours sincerely,

Mr. Terkuma Shoja

IT Customer Service Manager

Stallion Technologies Limited

Email: tjstalliontech@gmail.com

Phone: +2348089018154

ACCEPTANCE

I, Mrs. Joy Akaa, hereby accept the terms and conditions of employment as outlined in this offer letter.

Signature: _____ **Date:** _____

Mrs. Joy Akaa

Signature: _____ **Date:** _____

Mr. Terkuma Shoja

ITCS HR/Manager

Stallion Technologies (Nig) Limited