



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.

Joy Akaa

Joy Akaa

2025-08-09

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

- Handle incoming customer inquiries via chat line during assigned shifts.
- Provide prompt, professional, and courteous responses to customer queries.
- Maintain detailed records of all customer interactions and transactions.
- Escalate complex issues to the Customer Service Manager when necessary.

Technical Support

- Assist customers with product information, troubleshooting, and technical guidance.
- Navigate company systems and databases to retrieve customer information.
- Process customer requests, orders, and service modifications accurately.

Quality Assurance

- Ensure all customer service standards and protocols are consistently maintained.
- Follow established procedures for complaint resolution and customer satisfaction.
- Participate in quality monitoring and improvement initiatives.

Administrative Tasks

- Maintain accurate customer databases and service records.
- Prepare daily and weekly reports on customer interactions and issues.
- Collaborate with other departments to resolve customer concerns.

Professional Development

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- Attend mandatory training sessions and team meetings.
 - Stay updated on company products, services, and policies.
 - Contribute to team goals and departmental objectives.

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:

- Satisfactory completion of background verification.
- Acceptance of company policies and code of conduct.

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

Joy Akaa

2025-08-09

ACCEPTANCE

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

Signature: _____
Mrs. Joy Akaa

Date: _____

Signature: _____
Mr. Terkuma Shoja
ITCS HR/Manager
Stallion Technologies (Nig) Limited

Date: _____

08089018154

tjstalliontech@gmail.com

www.advanceqt.com 

