

Date: 25-12-2024

To Ms. Muskan Yadav
61/2C, Shaheed Baba Deep Singh Nagar, Near Pathankot ByePass, Punjab- 144012.
Phone No: +91 7888757452

Sub: Offer Letter

Dear Muskan,

Thank you for your time during the interview process. I am pleased to offer you the post of Customer Support Associate based at your home address of 61/2C, Shaheed Baba Deep Singh Nagar, Near Pathankot Bye Pass, Punjab- 144012.

Details of employment are as follows:

Particulars		Details
Employment Type	:	Full-Time
Compensation	:	CTC – Rs 3,00,000/- p.a.
Responsibilities	:	As per Annexure A
Other Benefits	:	Healthcare for self (Post Probation)
Start Date	:	6th January, 2025
Reporting Time	:	02:30 PM IST
Report To	:	Ms Jessica J (Business Head)
Payment Duration	:	Monthly

Your employment with Kimon Services PVT Ltd will be subject to strict adherence to the policies and procedures of the company.

You will be on probation for six months. On confirmation of passing probation, you will be entitled to healthcare for yourself and also be entitled to paid holidays and paid sick days. Any unused holiday and sick day quota does not roll over to the following years.

This offer is subject to background and document verification and as discussed you will be expected to use your existing IT equipment, but the company will provide any additional hardware or software required.

The onboarding process will be completed remotely, and you will be required to forward scans of the required documentation via email.

On accepting the terms of conditions as per this offer letter, you will be able to terminate your employment with the Company by giving one (1) month's notice to the Company. You shall not be eligible to avail leave during either the notice period or probation.

35, 2nd Floor, Plot- 38 / 42, Rizwan Dadani Manzil, Ali Umar Street, Pydhonie, Mandvi,
Mumbai, Maharashtra, 400 003

CIN No.: U74999MH2017PTC301456 E-mail Id.: info@kimonservices.com



We welcome you to Kimon Services PVT Ltd and would be happy if you can sign a copy of this letter and return in token of your acceptance of the offer of employment with us.

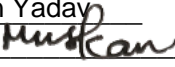
If you have any questions, please clarify as soon as it is sensible. I am confident that you will be able to make a significant contribution to the success of Kimon Services over the coming years.

Kind regards,

Jessica J
Kimon Services Pvt Ltd
Business Head

I accept the aforesaid terms & conditions and this offer of employment. I shall keep the contents of this document confidential.

I will join on 6 January 2025.

Name: Muskan Yadav
Signature: 
Date: 26 December 2024

35, 2nd Floor, Plot- 38 / 42, Rizwan Dadani Manzil, Ali Umar Street, Pydhonie, Mandvi,
Mumbai, Maharashtra, 400 003

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Annexure A - Job Description for Customer Support Associate

Key Responsibilities:

- **Voice Support:**
 - Handle inbound and outbound customer calls with professionalism and empathy.
 - Provide accurate and timely information related to products, services, and solutions.
 - Resolve customer queries and escalate issues when necessary to appropriate teams.
- **Ticket Support:**
 - Manage and resolve customer support tickets through email, chat, or CRM platforms.
 - Accurately log customer interactions and solutions provided into the ticketing system.
 - Prioritize, manage, and track customer issues to ensure timely resolutions.
 - Follow up on pending tickets and ensure customer satisfaction with provided solutions.
- **Query Management:**
 - Respond to customer inquiries related to account status, product information, billing, and technical issues.
 - Guide customers through troubleshooting processes and provide step-by-step solutions.
 - Collaborate with internal teams (technical, billing, etc.) to resolve more complex queries.
- **Reporting:**
 - Maintain daily records of interactions, resolutions, and escalations.
 - Provide insights to the team on recurring customer issues and areas of improvement.
- **Customer Relationship Management:**
 - Build and maintain strong relationships with customers to ensure a positive support experience.
 - Identify opportunities for cross-selling or upselling while addressing customer queries.