



Dec 3rd, 2024

Sayed Shafa Nadeem

Asmita Horizon B wing-704,
Naya Nagar Mira Road
Mumbai, Maharashtra India
401107

Dear Shafa,

I am delighted to ask you to join SFJ Associate. You will be joining a team that helps us stand apart from the rest by being the best source of expertise for our clients, strategic alliances, employees, and communities.

With this opportunity, we ask you to share our passion for delivering great customer experience and always help us execute with excellence. In exchange for contributing to SFJ Associate success we will:

- Give you meaningful opportunities to grow personally and professionally in ways that fit both your individual and our business needs
- Introduce you to a work environment where you feel comfortable and supported and where your unique background, experiences and abilities are welcomed and valued
- Recognize and reward your strong performance
- Listen and respect your views
- Help make your experience working with us as fulfilling as possible.

I am pleased to make the following offer of employment:

Position:

Real-time Analyst reporting to Atif Shaikh.

Commencement Date:

On **Monday Dec 9th, 2024**

Annual Base Salary:

300,000 INR and will be reviewed in accordance with the company's annual pay review program.

SFJ Associate- Salary Structure		
CTC Per Annum	3,00,000	
Particulars	CTC Per Month	CTC Per Annum
Actual CTC Per month	25,000	300,000

Basic Salary & DA	12,500	1,50,000
House Rent Allowance	6,250	75,000
Special allowance	3,250	39,000
Travel allowance	1,500	18,000
Gross Salary	23,500	2,87,500
Retiral Fund	1,500	18,000
CTC Per month	25,000	3,00,000

- Since you have opted not to participate in the Employee's Provident Fund Scheme, the Retiral Fund amount mentioned in your salary will be paid as part of Gross Salary

Vacation/Casual Eligibility: **5 days of Paid Vacation/Casual Leave per year**, pro-rata for the period of actual employment during the first year.

Sick Eligibility: **03 days of Paid Sick Leave per year**, pro-rata for the period of actual employment during the first year. Sick Leave policy is outlined in the Company's HR Handbook.

Documentation: You will be required to sign the company's confidentiality and non-compete agreement.

Working hours: 10 am – 7 pm and one (1) hour of mealtime.

Key responsibilities:

- Provide proactive internal support to call centre stakeholders to meet service level and quality goals.
- Monitor real-time adherence and call activity, responding to outages, volume changes, and operational events.
- Review, approve, or deny schedule changes, overtime, meetings, and other workforce-related requests.
- Update employee schedules, manage exceptions, and maintain accurate records of outages and actions taken.
- Communicate non-compliance issues and initiate emergency procedures when required.
- Assist with data collection, reporting, and other operational duties as assigned.



Our offer is contingent upon successful completion of background check and credit check.

Sayed Shafa Nadeem, we look forward to having you as a member of the team. Should you have any questions or if any of the above require explanation, please do not hesitate to ask.

Regards,

N. Shaikh

Neha Shaikh

If you wish to accept the terms of this offer of employment, please sign below, indicating you fully understand the agreement and have had opportunity for consultation prior to accepting the terms of this agreement.

Agreed and accepted this offer on or before Dec 5, 2024.

A handwritten signature in black ink, appearing to read 'Sayid Shafa Nadeem', is written above a horizontal line.

Sayed Shafa Nadeem