EMPLOYMENT CONTRACT

PARTIES

This EMPLOYMENT CONTRACT ("Contract"), made as of 7/13/2024, is by and between Metz-Ferry ("Employer") with a principal place of business at 8879 Bultman Street and Galvin Upstell ("Employee") of 61253 Rutledge Parkway.

WHEREAS the Employee has applied as Customer Support Agent and has passed all the screening and recruitment processes;

WHEREAS the Employer has determined that the Employee possesses the necessary qualifications, experience, and abilities needed to assist and benefit the Employer in its business as well as expressed its wishes to obtain the benefit of the Employee's service;

NOW, THEREFORE, in consideration of the above-mentioned recitals as well as the mutually agreed upon covenants made between the Employer and the Employer, the Parties hereby agree to the following terms and conditions below:

EMPLOYMENT

The Employer hereby offers the Employee a position within the company to serve as Customer Support Agent, which will be on a full-time basis. The Employee's employment will commence on 7/27/2024, and will continue for a time until the termination of this Contract for any such reasons set forth herein.

RESPONSIBILITIES

The Employee hereby agrees to perform and assume the following duties and responsibilities as Customer Support Agent:

- Answer customer calls, emails and chats
- Log and follow up on every ticket
- Share recurring issues with the product team

WORK HOURS

The Employer's business hours are from 9:30 AM to 5:30 PM. The Employee is expected to work from Monday to Friday, from 9:30 AM to 5:30 PM with one hour of unpaid lunch breaks per working day.

PAYMENT

The Employee will be paid an amount of $3,400.00 per month, payable on the 15th and 30th day of the month, which includes performance bonuses, overtime pay, and monetary incentives.

TERMINATION

The Employee must undergo a probationary period for the monitoring and evaluation of their performance. However, should an overall performance of an Employee be below the Employer's standards, the Employer reserves the right to terminate this Contract.

INDEMNIFICATION

The Employee will indemnify the Employer of any liability incurred by the Employer as a direct consequence of the Employee's negligence, breach of contract, breach of duty or breach of trust with regard to the Employer's affairs.

ENTIRE AGREEMENT

This Contract, including the attached schedules herein, comprises the entire understanding made between the parties with regard to the subject matter hereof.

EMPLOYER	EMPLOYEE
Name:_____	Name:_____
Signature:_____	Signature:_____
Date:_____	Date:_____